



Townshippers WNSHIPPERS

Townshippers' Association Autumn/Winter 2017 Vol 38, No.2 • FREE

Townshippers.org



Explore & Experience
local arts & culture in a new performance series

Discover
inspiring potential careers from successful businesses & future professionals

Celebrate
the winners of this year's essay challenge, community & youth awards

TOWNSHIPERS Magazine

As a community publication, *Townshippers* welcomes contributions from the community. Priority is given to our partners. If you are a community member or local organization who would like to submit an article, photograph, idea, or story, please email ta@Townshippers.org for our publication guidelines. Be sure to include your name, email, phone number in your contact info. Businesses, individuals and organizations are also invited to request a copy of our advertising rates.

Health Link is a series of English-language health information sessions for residents of the Haut-Saint-François region. The sessions offer health and wellness information, and introduce English speakers from the region to services and professionals that can help meet their health and social service needs.

Health Link covers a variety of topics (from diabetes to exercise, nutrition to mental health, etc.), and are selected according to feedback received from participants.

Next up- November 22 - New Rules for Ambulance Transportation. Watch for the 2018 session's on March 21, April 18 and May 16.

Health Link is a collaboration between The Eaton Valley Community Learning Centre, the CIUSSS de l'Estrie - CHUS's Haut-Saint-François RLS, the Centre d'Action Bénévole du Haut-Saint-François, and Townshippers' Association. It is a CHSSN initiative funded by Health Canada through the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities.



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PARTNERSHIPS MAKE IT POSSIBLE!
Thank you to our partners for supporting our 2017-2018 activities & projects. Here are a few organizations & businesses helping our community this year.

Canada

Cass



TILLOTSON
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TOWNSHIPERS
Autumn/Winter 2017 Volume 38, No. 2

Townshippers' Association

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TOWNSHIPERS is the official members-only newsletter for Townshippers' Association, a non-profit, non-partisan community organization focused on promoting and supporting the interests of the English-speaking minority community in the historical Eastern Townships, in Quebec, Canada. While every effort was made to ensure the information in this publication was correct at the time of going to press, the publishers and association cannot accept legal responsibility for any errors or omissions. TOWNSHIPERS is solely owned, designed and published, twice a year, by Townshippers' Association and is made possible, in part, by financial support received from Canadian Heritage. All rights reserved. No part of this publication may be reproduced without obtaining the written permission of the Association.

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Canada

Welcome Back, Maggie!

We're happy to welcome Maggie Severs back from maternity leave. Maggie is a new mom and has spent the last few months getting to know her beautiful little boy, Bodhi. We don't mind saying that we've missed her - and her sense of humour - around the Townshippers' offices. We asked her a few questions about being a mom and returning to work...

How do you like being a new mom?

I absolutely love it. It's exhausting and unpredictable and the most rewarding adventure that I have ever had the privilege of embarking on.

What did you enjoy about maternity leave?

That's a hard one. Cuddles were definitely a constant source of joy. However, what I am most grateful for was being able to be there for Bodhi when he was going through so many firsts; vaccines, teeth, fever and cold when he needed some extra comfort, and rolling over, crawling, babbling, standing, clapping, all the things that mothers are so proud of. Those are the things I will never get a second chance at experiencing.

How does it feel to be back at work?

It feels great! I am so grateful for the time that I had at home with Bodhi, but being back in a professional environment has



helped to ground me, and get back to feeling like an active member of my community.

What's been the biggest challenge?

Up to this point, most things have started out as challenging and, some slowly and some quickly, have progressed into second nature. Everything from breast feeding to getting the laundry put away is a continual challenge.

What are you most looking forward to working on?

Right now, I am just looking forward to reconnecting with colleague and partners and finding out what I missed while I was gone. I look forward to continuing the work that was started before I left concerning youth and young families.

It's great to have Maggie back and we're sure many of you will see her around in the near future. If you need to contact Maggie in the meantime, you can reach her at our office in Lac-Brome at or 450-242-4421 or email msevers@townshippers.org.

PRESIDENT'S MESSAGE



As the celebrations for 150 years of Confederation come to a close, I hope that all of you join with me in extending a great big, "Thank you, Canada!", especially when we witness the suffering that wars and natural disasters cause on an almost daily basis throughout the world. Yet, for all its greatness, Canada is still a work in progress. Right here in Quebec there are persistent forces that resist the changes that could create social justice for all, irrespective of race, religion or language. As a linguistic minority we are always front and center when it comes to the issues of nationalism and Quebec identity, no matter how bilingual and integrated we may become.

As an Association, we must remain focused on our community's need to have greater access to health services, employment, and education, in English. We as an Association applaud the call from our Premier to those Anglophones who left the province, particularly in the 1970s, urging them to return home. At the same time, Mr. Couillard must be reminded that his government has much work to do to ensure that English speakers who have not left the province are made to feel that we are in fact welcome in our own home.

Knowing that health services are a top priority in the Townships, it is worth emphasizing that on September 18th, Executive Director Rachel Hunting and I met with Dr. Gaetane Barrette, Minister of Health and Social Services, at his invitation, to discuss our preoccupation regarding the lack of services in English at the local level. We were also accompanied by Mr. Eric Maldoff, the Chair of the Health and Social Services Committee of the Quebec Community Groups Network (QCGN). At that meeting we were able to bring to the Minister's

attention the enormous problems that are being encountered on a daily basis in rural Quebec. The reality is that Regional Access Plans for services in English have not been evaluated for twenty-five years and they cannot be updated until a Provincial Access Plan is in place and functioning. We anxiously await the outcome of this meeting.

Townshippers' Association cannot understand how an inquiry into systemic racism in Quebec can specifically exclude any serious investigation into how racism affects the lives of the English-speaking community. We live in a society where there are organized groups that advocate discrimination against people on the basis of their race, religion, sexual orientation and yes, language. Consequently, we have sent a letter to the Premier protesting our exclusion.

On a more positive front, the Premier is moving to put into place a permanent Secretariat to deal with the concerns of the English-speaking people of Quebec. We see this as a very necessary move that is greatly welcomed. This decision is coming after several months of highly successful experimentation in which an individual, Mr. Gregory Kelly, was appointed to act as an intervener with the English-speaking community, reporting directly to the Premier.

In summary, I invite you to carefully read this publication. It is filled with information about Townshippers' Association and the leadership role we continue to play in our mission to ensure that we remain proud of our heritage, and proud of the members of our community who work so hard to move us forward into the future as fully participating members of Quebec society.

Gerald Cutting



THE GREAT KATE



In May 1999, the animated series "SpongeBob SquarePants" debut on Nickelodeon, Panama elected its first woman president, and a sweet and spunky Briton joined the team at Townshippers' Association.

Now 18 ½ years later Kate Holbrook (Wisdom) has retired from Townshippers'. During her longtime role as Community and Culture Coordinator, Kate worked hard to promote arts and culture in the Eastern Townships.

She's most known as the driving force behind Townshippers' Day, acting as the Association's Liaison for organizing committees and volunteers since 2002.



Kate still remembers her first T-Day as a volunteer. She was organizing the entertainment program at the 1999 edition in Knowlton which was produced by CBC Radio for a two-hour radio show. That show ended up being aired repeatedly through the next year.

Besides the festival, Kate was a founding member of the English-language Arts Network (ELAN) in 2004 and, since 2015, she has been involved in Arts Alive Quebec – an arts festival funded through Canadian Heritage and held in six English-speaking communities across the province.

Kate's involvement in the arts goes well beyond her position with Townshippers'. This dedicated arts professional has been involved in many organizations and artistic productions over the years. Kate is one of the founders of Sunshine Theatre Productions, and she continues to act as a producer with

this theatre troupe. She is also a member of the Knowlton Players, and a professional producer, director, costumer, and actor.

As a theatre administrator, Kate coordinated the "We Can Act" project produced by Sunshine Theatre, which included a trio of social theatre productions explaining health and social services that toured 15 towns in the mid-2000s. She went on to produce a youth health social theatre that toured Eastern Townships School Board and Lester B. Pearson high schools.

Kate has also been a member of the Brome-Missisquoi CLD's Social Economy Committee since 2000, and board member of CIDI as well as the secretary of the Knowlton Literary Festival since 2009.

Kate's smiling face and sunny demeanor have contributed to the successes of many T-Days, and we'll miss seeing her running around – armed with walkie-talkies and schedules! She leaves a legacy of work for us to build on. Kate will be greatly missed, not only by the team at Townshippers' by so many individuals and groups that she has built relationships with over the years. Please join us in wishing her a happy and an adventurous retirement.





Working together for our communities

BY EMILY PRANGLEY DESORMEAUX

When Avante Women's Center initiated "Girl's World," they reached out to Townshippers' Association for time and resources to satisfy the needs of the project. This was the beginning of a successful partnership and intergenerational initiative that has now been adapted for six of the seven English elementary schools in Brome-Missisquoi and Haute-Yamaska, and one in Memphrémagog.

Girl's World is an intergenerational cooking class that brings senior women and grade 5-6 girls together to learn and create in a comfortable environment. The titles "Girls World" and "Tasty Traditions" have both been used to identify this project. During the classes, women teach preparation and cooking methods to the students; while together they create the courses of a four course meal over five classes. In a final wrap-up class, it is up to the students to prepare and serve the whole meal to the women, and certain members of their families. The project has proven a success over and over again.

Once the benefits and success of Girl's World had been well established, we began to search for resources to expand the project outside of Avante's territory of Brome-Missisquoi and into Haute-Yamaska in order to extend these benefits even further. When funding became available through the CHSSN Health Promotion Project, this expansion was realized.

Now being referred to as Tasty Tradition, classes are set to be implemented in the English elementary schools in Haute-Yamaska, and Mansonville Elementary. With the continued support and guidance of Avante Women's Center, Townshippers' has been able to organize and adapt the project to work within these schools, and even opened up the classes to male students and senior men.

Other elementary schools from the Estrie region have also shown an interest in this intergenerational cooking project and we hope that it will continue to grow and adapt to the benefit of all.





2017 6-8^{pm} the second Wednesday each month. **2018**
 18^h à 20^h le deuxième mercredi de chaque mois.
 25 rue Principale west/ouest, Cookshire-Eaton

Townshippers.org/ColourCafe






NEW Expressions Series

Did you catch our big October announcement? We've launched a new performance series giving the community access to affordable, limited one-night engagements featuring creative and talented local arts – including visual artists, musicians, performers, writers, and more.

The new **Expression Series** complements our **Townships Expressions** initiative which has been promoting artists, musicians and writers from the region's English-speaking community for several years through our digital and pop-up shop of more than 100 unique locally created or regionally themed gift items.

Participating artists who are part of the Expressions collection can also sell their works in the Expressions store – located in Townshippers' Sherbrooke and Lac-Brome offices – online at Townshippers.org/Shop and pop-up shop that visits various special events in the region.



The next Expressions Series event is a musical event featuring singer and songwriter **Keenan Wilcox** at Bandeem Hall on Saturday, November 25, with his rich vocals to warm you up before the coming winter.

Keenan's captivating voice will take you on an acoustic exploration as he interprets the alternative and folk stylings of artists such as Leonard Cohen, The Beatles, Mumford And Sons, Death Cab for Cutie, Pink Floyd, Bob Dylan, The Eagles, Simon and Garfunkel, Gordon Lightfoot, Johnny Cash, The Lumineers, and others.

Looking for a stocking stuffer? You can pick up Keenan's album "Think Falling" at this event or from Townships Expressions at Townshippers.org/Shop and in Townshippers' Sherbrooke and Lac-Brome offices.

To encourage people to take a seat in support of our region's talented artists, admission to the shows are affordable at just \$10 for Townshippers' members and \$15 non-members.

Besides the great admission rate and the chance to discover and experience live performances, the Expressions Series is a great way to directly support talented homegrown artists. So save the date - November 25 - and get to Bandeem Hall!

Want to know more? Visit Townshippers.org/ExpressSeries or give us a call at 819-566-566-5717 (toll-free 1-877-566-5717).

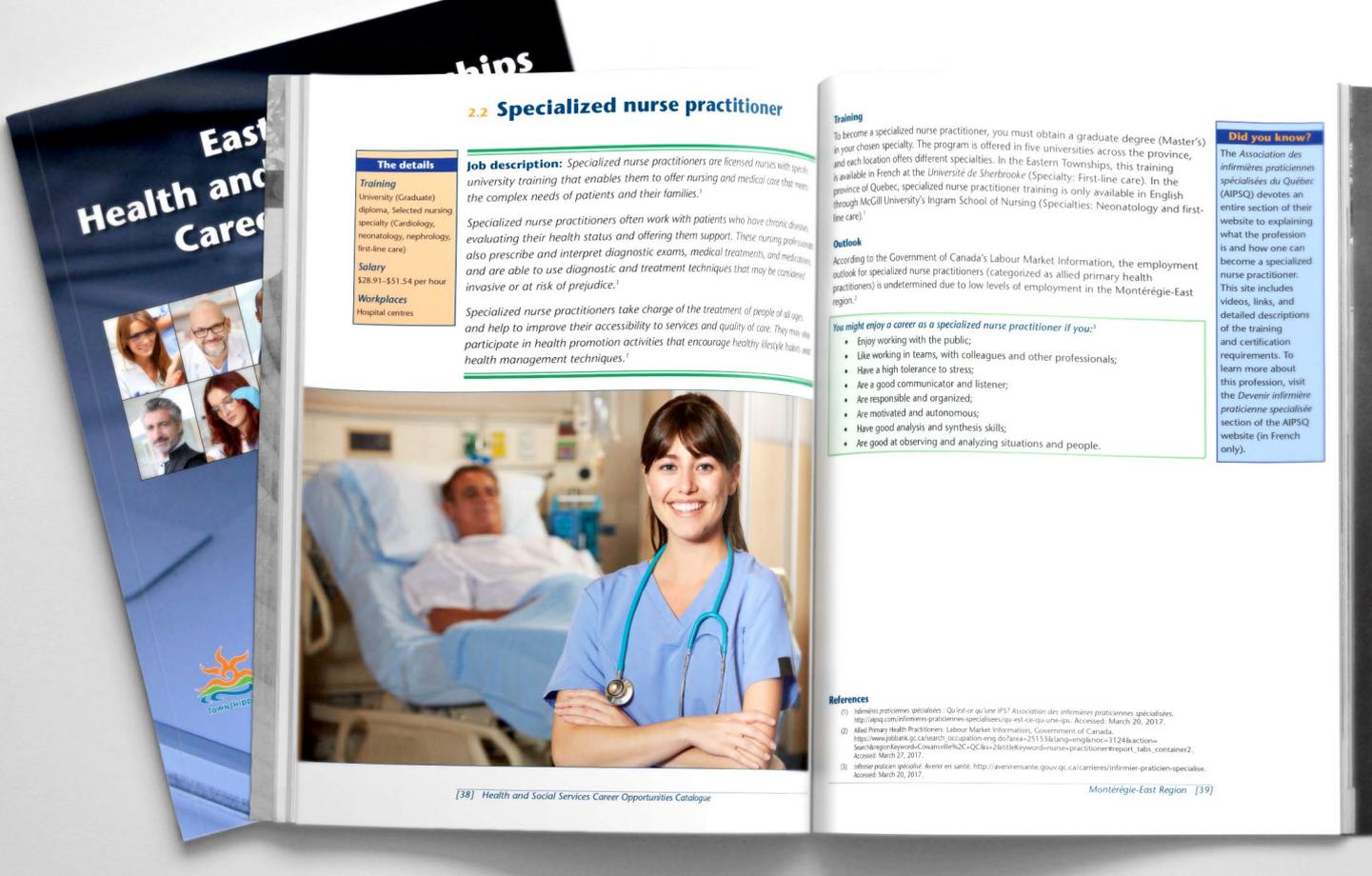


For its premiere season, the series kicked off on October 21 with the stage play **Being Hank & Patsy**, written by and starring Laura Teasdale, and Ralph Stiner at Bishop's University's Bandeem Hall. For county and non-county fans alike, the show was a funny, touching, and delightful retelling of the making-of Teasdale's earlier play **Honky Tonk Blue...The Night Patsy Met Hank**.

Expressions Series | Townshippers.org/ExpressSeries
Bringing local arts to your ears, eyes & soul

-2017-2018 PERFORMANCE SERIES SPONSORS-





NOW AVAILABLE Eastern Townships Health & Social Services Career Opportunities Catalogue

By: Michelle Lepitre

Townshippers' Association recently launched its all-new Eastern Townships Health and Social Services Career Opportunities Catalogue.

This comprehensive guide to careers in the health and social services sector includes information about more than 100 kinds of jobs that exist in the health and social services fields. Each job description explains the responsibilities that are included in the role, the training that is required for the job, and the outlook for that position in the Eastern Townships (guides are available for both the Estrie and Montérégie-East regions). In addition to all of this, the job descriptions include a list of qualities that mean a person might be a good fit for a job, and a list of references readers can consult if they want to find more information about that specific career opportunity.

The Eastern Townships Health and Social Services

Career Opportunities Catalogue is organized by job category so that readers can easily skip to a section that features information about jobs that match their interests. The catalogue also includes a section that lists the English-language educational programs and institutions offering training in the Townships.

The Health and Social Services Career Opportunities catalogue is available for download on the Townshippers' Association website (under Publications), and on the Educational Opportunities page of the Topportunity website. You can also request a digital copy by sending an email to Michelle Lepitre: ml@townshippers.org.

We hope you will find this a valuable tool in your search for career opportunities in the Eastern Townships!

YES Business COACHING

By Evelina Smith

The Government of Canada reported that in 2015, there were over 235,000 small businesses (defined as having between one and 99 employees) in Quebec.

If you are one of these 235,000 business owners, you know the importance of networking, selling your product, and dealing with financial challenges. There are a number of organizations and services that provide information and support for these businesses; one of these organizations that caters to the English-speaking community is YES Montreal.

What kinds of coaching services to they offer?

The YES Montreal website, yesmontreal.ca, says it all, "no matter the stage of your business, you need good advice and skills to succeed. Great businesses don't happen by accident. Get the support you need from our Business Coaches. They will help you with;

- Idea Evaluation and Business Set-Up
- Business Plan Review
- Market Research, Sales and Marketing
- Advice on Financing Options and Resources
- Growing and Maintaining Your Business
- Importing/Exporting, Online Business, Franchising and More"

BUSINESS COACHING FUN FACTS

- YES Montreal hosts business coaching sessions in Estrie and Montérégie! Meetings are normally held at the Townshippers' Association office. The coach can also go to your place of business;
- Each coaching session is one on one;
- They last one hour;
- There is a one time only administrative fee of \$20, all other services are free;
- Business coaching participants receive information about YES Montreal webinars and workshops.

COACHING SESSION DATES:

Lennoxville

Dec 5, Jan 16, March 6, April 24, June 6

Knowlton

Dec 6, Jan 30, March 8, April 26, June 7

If you are interested in meeting with coach Coby Ingham, contact the Townshippers' office near you. In Sherbrooke, contact Evelina at 819-566-2182, info@townshippers.org; in Lac-Brome contact Maggie at 450-242-4421, msevers@townshippers.org.

For more information about YES Montreal, contact them at 514-878-9788 / 1-888-614-9788 or visit yesmontreal.ca.



THE TOWNSHIPS OPPORTUNITIES APP

Townshippers' Association makes it even easier to ensure you never miss an opportunity for success in the Eastern Townships with our lightweight Toppportunity Mobile App. Download the app today from Google Play or the App Store and connect to the Toppportunity.ca hub, a one-stop resource center for local jobs to help you launch your career and bursaries to help support your studies.



Shawn Young (co-founder & CEO), Lauren Young (co-founder & CFO), Devin Young (co-founder & president)

As part of Townshippers' Association's Youth Employment Pilot Project, we are profiling English-speaking and bilingual businesses in the region to highlight great potential career opportunities and also inspire youth to see a future for themselves here in the Eastern Townships.

[The following interview has been condensed and edited.]

Classcraft is an innovative teaching tool that is growing so fast, the company has doubled in size since last spring and is set to hire even more people in the next year. The head office in Sherbrooke is where Katie Bibbs, Townshippers' Employment Liaison Coordinator, sat down with Shawn Young, co-founder and CEO of Classcraft, to find out more about this bilingual start-up and get some advice for young people in the Townships.

Shawn started by introducing the founders, who are his brother, his dad, and himself: "Devin, Lauren and I founded the company; I am a teacher and a programmer, Devin is in New York and he is a designer and art director, and we brought in our dad who is an accountant." Between the three of them, they had most bases covered. Over the past five years, they've grown to 31 people and are expanding the office space to accommodate even more.

Q: Your mission statement is to 'empower teachers to use fun and play to improve educational outcomes for students'. Was this essentially the motivation for starting Classcraft in the first place?

A: "I was a teacher [at Séminaire Salésien], and I had the idea for Classcraft on a Thursday, talked to my students about it on that Friday, and then on the weekend [developed a prototype] and implemented it on Monday." It was nothing close to what they offer now, but it was the first generation of a product that would end up becoming what Classcraft is today.

After some time tinkering with it in his own classroom, Shawn ended up creating a website to explain what he was doing. "By the end of the week, over a quarter million people had visited the website." He was

receiving emails asking how to buy the product, and that is what finally made him consider going into business.

Shawn explained that the motivation behind Classcraft is about “having thirty kids in a room every day and how to make that awesome. It is about really addressing the human needs.” In other words, Classcraft is not about creating another math game, it is to help students really be engaged in learning, and engaged in helping their classmates as well. This is achieved by making success a collaborative effort- the students “win” in teams. It attaches behavior (such as bullying or participating) to negative and positive consequences in the game.

Q: Why did you choose to base yourself out of Sherbrooke?

A: “There is a real advantage to being based out of Sherbrooke: operations costs are cheaper, the competition [between start-ups for investment capital] is less. We are able to offer really awesome jobs for Sherbrooke as well”, so therefore they can attract great people.

Q: What is a unique challenge you believe small businesses face here in the Estrie?

A: “It is harder to be global because there is no airport!” He cited an upcoming conference in the U.S. as an example. “If I lived in the U.S., it would be a day-trip. From here, it is three. Every trip is made more complicated.

[From a start-up perspective], if people know you are in Sherbrooke, you face a bit of a challenge proving yourself to potential investors. In terms of raising capital...you have to work harder [to convince funders]. This is because Sherbrooke is such a

small city, some investors might discount it as not connected enough. “You have to think bigger,” he advised.

A third point Shawn made, “if you’re operating internationally in Sherbrooke, there is a challenge finding bilingual employees.”

Q: What characteristics do you look for in potential employees?

A: Our general hiring process is we’ll have a first interview to vet the person, then a second interview with me and my brother where the goal is to find out if we want to have a beer with that person... We want people [who] are going to be good to work with.”

Shawn explained that due to the nature of a start-up, the roles are constantly evolving, and he needs people who fit well into that kind of atmosphere. “This is a start-up, so people’s jobs are changing every year! We want people who deal well with change.”

Classcraft offers shares in the company to everyone who comes on board- so he wants his team to literally take ownership for what they are doing.

“We want people who feel that we are building this together. Ultimately, we’re building a product about motivating groups of humans, and getting them to work together- we want to have the same thing in our company. “

Q: What do you consider is a unique opportunity for English-speaking youth in Quebec today?

A: “I think that as an English speaker, you can operate outside of Quebec...you can operate out of your hometown, but reach other markets. It offers a larger perspective than just Quebec.

BUSINESS NAME: Classcraft
FOUNDED: 2013
OWNER & CEO: Shawn Young
NO. EMPLOYEES: 31 (25 in Sherbrooke)
LOCATION: Sherbrooke, plus three satellite locations in Montreal, Pittsburg, & New York.

That said, I think it’s really important for Anglophones in Québec to speak French. If you don’t speak French, you are missing a part of society - the biggest part - that you kind of aren’t aware of what’s going on. “

Q: What is your number one piece of advice to a young person who might want to go into business?

A: “I think there are a few things. The first thing is to learn on your own and learn fast. Be pro-active about educating yourself. Every single entrepreneur has a blind spot. To be successful you need to be willing and ready to learn what you don’t know. That said, you also need to know your limits and build a good team around you.”

He also highlighted the importance of maintaining a balance between your business and your family. Shawn had to adopt this practice from day one- Classcraft was incorporated two weeks before his first child was born! “If you’re a bit older and you do have a family, you have to respect that. Carve out time for them.”

Words of wisdom from a dad and successful business owner.

For more information or if you are interested in a career with Classcraft, visit their website: classcraft.com. They are currently seeking sales representatives and a few other positions well worth checking out!

OUR FUTURE HEALTH CARE PROVIDERS

By Corrinna Pole



Language barriers can discourage people from seeking care and miscommunication can lead to disastrous errors when it comes to understanding diagnoses and treatments. One of the ways to help English-speaking patients access care that they can understand is by employing health professionals who have the skills to communicate in English as well as French.

The McGill Health and Social Services Community Leadership Bursary Program aims to do just that by helping health and social services students with their post-secondary school costs through its annual bursary program which awards between \$2,500 to \$10,000.

Working with regional community networks, like Townshippers' Association, this bursary program from the McGill University Training and Retention of Health Professionals Project helps deserving students in the next leg of their educational career before establishing themselves in selected Quebec regions. In return for the bursaries, students must commit to giving back to their communities by working in a public health and social services institution or related organization for a minimum of one year after graduation from their programs.

For the 2017-2018 bursary program, \$20,000 will help the Townships community have access to two more nurses, one therapist and one physiotherapist in the future, who will be able to provide them with care in both official languages.

BRAD-LEE TANGUAY



Future Nurse (or surgeon)
Champlain College-
Lennoxville Class of 2021

Inspired to explore a medical career by the television series Grey's Anatomy, Brad-Lee aimed to become a surgeon. But the self-proclaimed curious extrovert decided to start with a degree in nursing because of the many options it provided, from jumping straight into the workforce to following a specialization or even continuing his studies into pre-med and eventually surgery. "Three weeks into the school year and I find myself simply ADORING the nursing program offered at Champlain College. It was a real eye-opener...[it] is not what

I expected it to be and it really caught me off guard! I grew an even greater interest for the nursing job in the last weeks!"

With the support of his family of five and friends, and the extended family he's made at school, the "smiley young IGA employee" from Cookshire is enjoying his studies and encourages others to give nursing a try.

"I can honestly say that I have never been this happy in my life... even though the workload is immense, I have never had this much fun in my life."

For Brad-Lee the bursary is an honour and a reward for his efforts, it's also boosted his confidence. After university, he hopes to work in the department of his choice at a local hospital, particularly in neonatal/pediatrics or trauma.

"I really think that the Townships need more bilingual services offered to the people. Giving my services to a local

hospital will help me give back to this community, which has done so much for me. I've been told by a friend of mine that you have to learn how to give and how to take. I've taken a lot from this community and after my education will be my time to give back."

MARIE-PIER LATOUR-LATREILLE



Future mental health
therapist
Champlain College-
Lennoxville, Class of 2018

Originally from the Laurentians, Marie-Pier fell in love with the region when she moved here six years ago, and it's where she now wants to build a career and home, particularly in the front-line of mental

health care.

For the last three years she's been first-line work at the Partage Saint-François homeless refuge supporting various clients - mental health, substance abuse, older adults, young adults, cognitive disabilities - who are homeless and often in distress.

Marie-Pier has found her "inner passion" in psychology and is currently building bridges between resources that are separated by language barriers through her work with local organizations, a path she plans on continuing.

"I have many long-term innovative and creative projects that have been stemming from observations of present needs seen in the community. I have been in contact with many different professionals in the field of mental health and we have a common belief that both public and community services should build a more solid interconnected network; this could only solidify the

present services offered. I have a vision to support the development of coexisting networks where both Francophone and Anglophone communities can exchange their unique qualities/strengths to complement and support each other."

Winning the bursary has been "wonderful" for Marie-Pier, allowing her to successfully complete a full-time internship in Montreal that will give her valuable hands on experience working with adults in the mental health sector.

While her special care counselling studies are almost done at Champlain College, Marie-Pier plans to go on to university one day to deepen her professional knowledge in psychology. Until then she will continue working with groups such as Mental Health Estrie to build a solid partnership within the mental health network.

"The sharing of information is essential in the mental and social services. At this point in time, due to the language barriers there is a lack of reciprocity between the sharing of services and resources. I am looking forward after my studies to explore these barriers to find solutions and alternatives," she explained.

Marie-Pier also looks forward to working with the passionate and dedicated professionals she's met in the region's health and social services sector and to putting her bilingualism to work for the Townships community.

"I know I can contribute in a unique way in our network that possesses insufficient amounts of English services for a population that is progressively increasing in the Eastern Township area."

MARIE-SOLEIL LAROUCHE-ROBERGE



*Future nurse
Université de Sherbrooke
Class of 2019*

Marie-Soleil wears many labels - mother, wife, student, community player, herbalist, yoga practitioner, teacher, and two-time recipient of this bursary. Since moving here nearly a decade ago, Marie-Soleil feels she's found her place in the Townships caring community. It's that connection paired with a desire to have a direct positive impact on people's health that inspired Marie-Soleil to pursue a nursing degree at the Université de Sherbrooke.

"Nursing is a good match between who I am and what I believe in," she explained. "I also love the fact that I can practice in many different setting. One aspect I appreciate in nursing, is to be in relation with individual. Building trust and working as a team with the patient is very fulfilling."

Although she nearly became a midwife, Marie-Soleil said nursing provided more opportunities and gave her a wide range of interesting and gratifying challenges. She was also drawn to working in an area where there's room for innovation when addressing health issues. Her bilingualism addresses one of those issues and will allow her to create deeper therapeutic relationships

with English-speaking patients

The bursary helps to ease the financial burden for during her studies so she can continue pursuing her B.Sc. At the end of her studies she hopes to specialize in community or perinatal health and contribute to develop a better health network for both the English and French-speaking communities in the region. The Townships plays an important role in her vision.

"I feel strongly connected to my children's school community, and to our town's friendly community which gives us a valuable support. My husband and I do not wish to leave behind such a warm-hearted community of families and friends. This is where we feel at home," she said noting that her appreciation for the Townships grew deeper after her family traveled for a year. "We realized that a healthy and thriving community is essential to our family's balanced way of life."

HILARY BRYSON



*Future physiotherapist
Bishop's University
Class of 2020*

Hilary Bryson loves being active and involved in her community. The Knowlton resident has a passion for sports, the outdoors, sciences and an interest in the human body and the environment we live in. For the last two

years, Hilary has been dreaming of becoming a physiotherapist, this bursary will help her on that path financially and keeps her motivated to reach the level of education required.

After graduation she would like to return to her community and establish herself in one of the many health services found in Knowlton or Cowansville.

"As a young person growing up in the area, I very much appreciated the varied activities offered by the community. There were always lots of volunteers whether it be at school or at the playing fields. I adore this community and the surrounding area and would love to give back... I can't imagine myself living in any other community."

YOU CAN DO IT! LET US HELP!

Townshippers' has been administering the bursary program in the Estrie and Montérégie-East regions since 2010. During that time, we've awarded approximately \$160,000 through 25 bursaries which have helped ensure our region has access to bilingual health technicians (radiology, inhalation therapy, nurses etc.) social workers, psychologists, and nutritionists, to name a few.

continued on page 14

HELPFUL TIP:

Talk to Townshippers' Health & Social Services Special Projects Coordinator, Michelle, to see where your application can be strengthened. Send an email to ML@Townshippers.org, or call 819-566-2182 (toll-free 1-877-566-2182).

continued from page 13

There are specific criteria to apply for the bursary awards but all our past recipients agree, it's a worthwhile award to apply for.

[Don't] hesitate to apply, take the risk, as this is a great opportunity on a professional level. - Marie-Pier Latour-Latreille

Just try! The bursary program can make a great difference. The effort worth it. Read the conditions well and then see if you can fit in. - Marie-Soleil

So, who can apply?

Anyone who is studying full time in a health and social services field at a recognized institution, who has English and French language skills and has been involved in some way within their community.

There are two categories of bursaries and the best news, you can re-apply for every year you are in school, even if you've

won this bursary before or if your application wasn't successful in the past.

So which bursary are you eligible for?

Category 1 is for students who are studying at an institution located outside their home region. For example, a student who lives in Knowlton but attends Bishop's would be eligible for this category. Bursary amounts are awarded based on students' level of study with up to \$10,000 at the university level and \$5,000 for cégep/college and secondary school vocational training.

Category 2 is for eligible students who are studying within their home region. Up to \$5,000 is awarded to university level students and \$2,500 for cégep/college and secondary school vocational training.

Applications for the next round of bursaries will be open early next year. Information can be

found on Townshippers' career and employment website: Toppportunity.ca/student or on our new Toppportunity mobile app found in Google Play and the Apple App Store.

BURY • COATICOOK • MAGOG

Food FOR THOUGHT
LUNCH & LEARN

Food For Thought is a series of monthly learning luncheons that connects caregivers of seniors in the English-speaking community with relevant information and resources through expert-led presentations. Participants at these events - covering a variety of useful topics such as making medical decisions, compassion fatigue, legal paperwork and what to do when a loved one passes away - also have the chance to ask the speakers questions. During lunch, caregivers can also take advantage of connecting and interacting with other caregivers.

TOWNSHIPERS.ORG/FFT
819-566-5717 TOLL FREE: 1-866-566-5717

Note: The Bury edition of Food for Thought takes place as Health Link.

On Site, Close to the Community



Preferred partner of the Eastern Townships Anglophone community, our experts are on site, close to their clients, working with dynamic local organizations. Every day, we do our utmost to fulfil your ambitions and help you unlock your **full growth potential**.

Contact us!

819 822-4000

#rcgtonsite

rcqt.com

 **Raymond Chabot
Grant Thornton**
An instinct for growth™



GABRIELLE JONCAS-BRUNET

Since October 2, a local outreach worker has been available to help and support the English-speaking community in the Haut-Saint-François region. This outreach worker's name is Gabrielle Joncas-Brunet.

Gabrielle's main role will be to support and accompany families with children in the 0-5 age group who wish to improve their quality of life. However, Gabrielle will also be available to accompany individuals in the English-speaking community who don't fit in this category but who might be looking for information about services or would like to be accompanied when using a service for the first time.

You will certainly have the opportunity to meet this new outreach worker in Bury, Cookshire-Eaton, and Newport, at both community events and in public spaces. Don't hesitate to stop and say hi – you will find Gabrielle to be a very open and friendly person, and an excellent listener!

Feel free to contact Gabrielle at any time:

- To learn more about services available in the area
- To find out how you might be welcomed by a local organization, or to understand how your first visit might go
- To be accompanied during your first visit to a service provider
- To discover free activities and events near you
- To have a chat!

Gabrielle will also work with key community members who wish to help others improve their quality of life, by supporting them and keeping them informed about services and activities taking place in the area.

NEW Outreach Worker for the English-speaking community in the Haut-Saint-François

By: Myrthô Ouellette, Coordinator of Haut-Saint-François Fou de ses enfants

To reach Gabrielle, email:
gabrielle@hsf-foudesesenfants.com.



ANGELA MOORE

My name is Angela. I'm the new complaints advisor and promotional agent at the Centre d'Assistance et d'Accompagnement aux Plaintes Estrie (CAAP Estrie).

I'm a born and bred Anglophone from the Townships (brought up in North Hatley) and I was hired to represent the English-speakers in the community, in the entire Eastern Townships.

I have a bachelor's degree in applied psychology from Bishop's University, a diploma in special care counselling from Champlain College and a passion for helping people.

At CAAP Estrie we accompany and assist clients in their complaint process with the health and social services of our region. CAAP Estrie gives me the opportunity to explore our beautiful Townships (through promotional events) while helping other English-speakers with their complaint process. I am always looking for new ideas to reach out to our community to provide information and I look forward to meeting new people.

Though I am bilingual, as an English speaker, I know how important it is to be truly understood in your mother tongue especially when you have been through certain difficult situations.

At CAAP Estrie, we don't treat or analyse your complaint but we provide information and can assist you throughout the whole process. For example, did you know that you have the right to receive health and social services in English? Or that you have the right to be informed of your condition and options available?

As a user of health and social services, you have 12 rights and we are here to inform you of them. We are confidential, professional and free.

If you wish to contact CAAP Estrie for more information or for questions, call us at 819-823-2047, toll-free at 1 877 767-2227 or email me directly at:
angela.moore@caapestrie.org
www.caapestrie.org

Legal Info Clinic



Townshippers' Association, in partnership with the Université de Sherbrooke's Law Faculty, offers a free legal info clinic out of our Sherbrooke offices from September until April. This year we have two students - Sasha Munizaga and Laura Pronovost - volunteering to answer your questions by phone, email, and in person (by appointment).

This clinic provides information on a range of topics from tenant and neighbor conflicts to custody and divorce issues. It is important to remember that only lawyers and notaries can provide legal advice or counsel.

Since the clinic is operated by law students, and not lawyers, our volunteers are only able to provide

free legal information. If you need legal advice or representation, they can refer you to organizations that may better serve your needs.

Until university goes on break for the holiday's, the legal clinic will be open Mondays 12:00 p.m. – 3:00 p.m. and Wednesdays 9:00 a.m. – 12:00 p.m.

You can access the service by phone at 819-566-2182 (toll-free: 1-877-566-2182) or email legalinfo@townshippers.org

We'll be welcoming another intern for the second half of the clinic in the new year, so be sure to check our website and facebook page for the new schedule. Follow the Legal Info Clinic at [Facebook.com/TownshippersLegalinfo](https://www.facebook.com/TownshippersLegalinfo)

Now, here are our interns...



**Sasha
Munizaga**

I am pleased to introduce myself as the current legal student at Townshippers' this semester. My name is Sasha and I am a third-year law student at the UdeS.

I'm very proud of my Chilean and Italian origin, and I do my best to improve my Italian and Spanish every week. I'm a very active person, working out at the gym or playing a sport is very important to me since health is a top priority.

I'm currently studying the general pathway of law at the UdeS. When I first applied to the program, I immediately noticed the appeal of studying Common Law with the three year time frame.

Volunteering at a legal clinic is a great experience as I learned from the time I spent at the McGill legal clinic last summer. The diversity conveyed by all the different laws I encountered will help me complete my development of becoming a lawyer.

Finally, during my prior studies at Concordia I discovered that I would like to work in a law field relating to science, sports or venture capital/start-ups. The legal clinic will be incredibly advantageous to me in this regard because it will allow me to gain practical experience with the community that seeks information.



**Laura
Pronovost**

As a child and growing up, I've always taken great interest in understanding the world around me. This has lead me to pursue scientific studies throughout my high school and cegep years. As came the time for university applications, I stumbled across a unique program given by the law faculty of the UdeS. Interestingly enough, the curriculum combined a baccalaureate in law with a masters in biology. Right then and there is where I knew that this had to be the perfect marriage for me.

The overlapping of law and biology has opened up a completely new chapter in my life. As science continuously evolves at lightening speed, the law desperately tries to keep up. The understanding of new technologies and subsequent government action can raise various ethical and legal questions in our society. Apart from this particular field, I am very enthusiastic about medical and pharmaceutical law, as well as in the discipline of intellectual property law.

In my free time, I enjoy staying active. Soccer has always been a large part of my life. When staying at home, I like to sit back and read a good book. Some of my all-time favourite authors include Agatha Christie, Ken Follett and Dan Brown. I'm also a huge Marvel fan (go Captain America!), but let that be our little secret! Finally, I have had the opportunity to travel to different countries around the world and I have to say that being able to see Egypt is a unique experience that I still cherish to this day.

Ressources Relais

By: JANIE LEFEBVRE

The Townships holds a special place in my heart, and it's the place I always come back to. I feel grateful to live here, surrounded by friendly bilingual communities and beautiful views of the lakes and nature.

I was born here and after moving to different towns around Quebec and British Columbia during my childhood, I came back to the Townships when I was nine years old. I've lived, worked and studied here throughout my teenage years and young adulthood.

In 2014, I graduated from the Special Care Counselling program at Champlain College Lennoxville. That same year I went to work in Nunavut for a year and a half, leaving the great white north in April 2016 to come back to the Townships and reconnect with loved ones, ultimately to pursue my dream of travel. I left with my backpack a few months later and traveled to nine countries, officially returning home last spring.

In June, I took the opportunity to start working as an outreach support worker with the Ressources Relais team, a project that was created by seven organizations in the region, consisting of four other support workers.

The main mission of this voluntary, free, bilingual and confidential service is to reach out to people of various ages who need help. We provide a link to local resources by referring them to appropriate social services and community organizations based on their needs. By offering support, active listening and providing information in a non-judgemental, open and compassionate manner about what they are going through, we accompany them towards their



The Ressources Relais team - Annie Mathieu, Julie Labrie, Janie Lefebvre, Annabelle Lalumière-Ting, and Jessica Laliberté.

goals.

Our hours are flexible and we meet people in settings they feel comfortable in, such as local events, home visits, social housing, community centers, social services, organizations and any other gathering places such as neighborhoods, parks, restaurants, cafés, bars, etc. We work with people of all ages, but each team member has specific mandates. I work mainly with youth ages 12-25 years old in Magog and families with children 0-5 years old in Potton. Need our help? Do not hesitate to contact us at 819-580-0942 or by e-mail err.rue@gmail.com.

LET'S GIVE YOUR MONEY AWAY!

By Jane Loisel, President, TRCF

Fall has arrived and with the beautiful days and fantastic scenery most fund-raising campaigns begin. The Townshippers' Research and Cultural Foundation is one of these groups.

We like to say that we ask for your money in order to give it away.

Your donations to the Foundation directly support community based activities, largely volunteer driven, that enhance the quality of life in the Eastern Townships.

We also know that we can only give away what we receive, so without your valued support, a number of large and small projects that can make such a difference to so many, may never get off the ground.

Groups who receive funds are asked to send us a report when the project is complete. Reading what they have done with limited resources is truly heart-warming, from purchasing play groups equipment for English-speaking mothers and preschoolers to helping special needs students gain independence through skill building workshops, activities that increase literacy, cultural preservation, annual festivals, improving building access, and more.

Our towns and small groups truly exemplify the sense of pride everyone has in where they live.

We support short and long-term plans and our Partnerships have seen small ideas grow to encompass so much more. We know that donor fatigue is an issue: Hurricanes, famine, earthquakes create a need so enormous it is hard to fathom. The need here at home in the Eastern Townships exists on a different level but it exists.

To those who have sent in a donation - Thank you. To those who send out their charitable donations in late fall, we hope you will consider us. To those who have never given to the Foundation we hope you know someone who has benefitted from our project funding or our Partnership support and will consider supporting us this year.

To make a secure donation on-line, visit our website TownshippersFoundation.ca or search for Townshippers' Foundation at Canadahelps.org You can also send a cheque to Townshippers Foundation, 100-257 Queen, Sherbrooke, Quebec, J1M 1K7.

If you need to reach us call 819-822-3314, or email trcf@townshippers.org.

OUTSTANDING TOWNSHIPERS

Communities cannot thrive without the involvement of motivated and dedicated individuals, who don't shy away from a challenge. Being a minority, the Eastern Townships English-speaking community faces a number of unique challenges. Admirably, our community also boasts a number of problem solvers, who step forward to address difficulties, find ways to meet share their interests and gifts with others, and make themselves available when there is a need.

These people frequently are unaware of the vital role they play and how inspiring and valued they are. Which is why Townshippers' Association created the Outstanding Townshippers 18 years ago. This award continues to celebrate the hard work and dedication of individuals and groups like this, who are known to go above-and-beyond for the Townships community.

Their efforts are amazing. Their energy infectious. Their impact immeasurable.

On September 16 these incredibly dedicated, talented and inspiring people that our community has come to rely on, were celebrated at a special Townshippers Evening at The Piggery Theatre. We invite you to get to know our 2017 Outstanding Townshippers...

You need people to have a community. But to have a GREAT community, you need people who share a desire to be involved in seeing that community evolve. By regularly doing simple things together, things that solve problems or meet a need, people have the chance to connect with each other, get involved, and recognize, help and encourage one another to make things possible.

The Outstanding Townshippers and Young Townships Leaders awards are Townshippers' Association's way celebrating the very special people in our community who have made a difference. The awards are one of the way's we are working to ensure our community is active and engaged.

Whether through volunteering in schools, helping a friend or neighbour, standing up for a cause you believe in, making sure our culture continues to thrive, keeping arts and history alive, offering a helping hand to anyone in need, being an innovator, mentor or motivator -- no matter how big or small -- our actions ripple into positive change in our communities.

We all know someone who puts their heart and soul into the community. In big ways and small, every drop of their energy helps make things happen.

Townshippers' hopes you will help us to find these people who are making the world a better place and nominate them for the next round of awards. We are working to make changes that will make it easier to nominate someone. Visit our website Townshippers.org/Awards, follow us on [Facebook.com/Townshippers](https://www.facebook.com/Townshippers), read our weekly column in Wednesday's Sherbrooke Record or even call our offices at 819-566-5717 to find out how to nominate someone you know.



Photo by: Gabrielle Branchaud

JO-ANN ÖBERG-MÜLLER

has a remarkable and tireless spirit which she generously puts to work for the benefit of many non-profit community organizations all over the Townships from her adopted home in Knowlton to Massawippi, from Stanstead to Sherbrooke and back to Brome Lake.

With her upbeat and positive attitude, Jo-Ann is known as a careful thinker and a motivator who goes out of her way to make people feel comfortable, included, and joyful. She is a committed volunteer who is not afraid to get involved and get her hands dirty. Whether it's serving as a director on one of many boards, or manning a table and meeting people at a community event, assisting with outreach, or judging student projects, she is always ready to offer her help.

Jo-Ann has an incredible record of giving back and being an excellent ambassador for organizations such as the Quebec Anglophone Heritage Network, Brome County Historical Society, Townshippers' Foundation, Canadian Club of the Yamaska Valley, Frontier Animal Society, Radio Communautaire Missisquoi, and many others.

NANCY ROBICHAUD

has spent the last two decades answering the call for volunteers for many organizations and events, no matter the cause or tasks, bringing with her skill, a positive attitude and big smile. The cause closest to her heart is the gigantic annual garage sale fundraiser for the Bishop's University/Champlain College Refugee Student Sponsorship Program.

Nancy has spearheaded the event for most of the fifteen years she has been a member of its organizing committee. When preparations start half a year in advance, Nancy is front and centre enthusiastically giving weekends, 10-hour days, coordinating 100 volunteers and various stakeholders and devoting weeks of her personal vacation time to the huge undertaking.

Her contagious energy and strong leadership draws others to volunteer and she makes sure they feel supported and valued. Her organizational skills give the Townships community another reason to come together and make this event a huge financial success (\$21,000 was raised in 2017) which makes a difference in the lives of two refugee students each year by covering their expenses so they can pursue their education.

Nancy is a shining model of how we can all make a difference in the lives of others both locally and elsewhere.



Photo by: Gabrielle Branchaud



Photo by: Gabrielle Branchaud

CLEMENT FOREST

has been a part of the Magog community for nearly 50 years and in that time, he's made a big impact on many little and big lives. His efforts began in 1973 when he became an active parent at his son's school, Princess Elizabeth Elementary School. Mr. Forest volunteered whenever needed from helping spaghetti suppers to participating on the parent school board committee.

Because of Mr. Forest, countless children have had a head start thanks to the Friends of Princess Elizabeth Elementary School foundation which he started in 1992 while still working full-time. The foundation has helped the school receive funding for supplies and equipped science, media and art rooms. After he retired, Mr. Forest kept busy with the foundation as it raised funds to repair computers, buy library books, sponsor a new math program, and install hand sanitizers.

Mr. Forest's fundraising skills has made sure all PEES children could participate in the end-of-school-year class trips, and sponsored special lunches at Christmas and year-end.

Many kids know this longtime cafeteria lunch supervisor as the "Muffin Man" from the countless hours he spent in the school kitchen at 6:30 am baking muffins and preparing other healthy snacks for the children through the breakfast program. At 82, he officially retired as a lunch supervisor, but still showed up every noon hour to be with the kids.

Y O U N G T O W N S H I P S L E A D E R

By: Corrinna Pole & Alesha Grimes

Young people who are involved in their community become invested in it. First launched in 2005, the Young Townships Leaders Award honours young people aged between 15 and 35 who are dedicated to changing their communities for the better. But the YTLA doesn't only celebrate the efforts of our area's most civic-minded young leaders, it also recognizes those who use determination and creativity to take on challenges facing their community.

Young people often don't realize how resourceful they are and what an impact they can make. When approaching problems, big or small, it takes ambition, energy and enthusiasm to find solutions that work. Recognizing these skills and accomplishments, motivates youth to commit to longer-term achievements, which benefits the entire community.



A L E S H A G R I M E S

is a compassionate and determined young woman who has overcome hardships to finish school through hard work, dedication and the support of the Stanstead-based after-school program Phelps Helps.

Alesha was the first student to join in 2012 when she was just 12 years old and for a longtime she was the only student participant. While being the only one wasn't easy, Phelps services were exactly what Alesha needed at the time, so she stuck it out and noticed her grades were improving.

Inspired and confident, Alesha took on a leadership role in the group becoming an outspoken advocate for the program and instrumental in helping it to grow. She spread the word about Phelps Helps and encouraged other students not to give up on their studies when times are tough.

"Since Phelps offered me so much help and guidance over the years, I felt it was important to volunteer and help guide the younger generation of Phelps students in the right direction and away from some of the struggles that I had faced," she explained.

Already willing to go the extra mile for others in the program and her community, Alesha dedicated herself to a new role, that of a mentor in Phelps' Peer Tutoring program which pairs high school students with elementary school students to enjoy fun activities together such as bowling, climbing a mountain and "many other cool things."

Photo by: Gabrielle Branchaud

“The main goal is to give the grade six students a friendly and familiar face to talk to when they arrive at Galt, as the transition from a small town elementary school to a large high school can be scary. We build a lasting friendship with these kids and give them a ‘go-to’ person when they need anything while starting high school. This is something that I did not have when I started high school,” Alesha said. “My volunteer work with Phelps made me feel good about the changes that I made in the lives of the younger students and also in the community. I feel my contribution has helped change people’s views of Stanstead.”

Now studying at Champlain College in Lennoxville, Alesha plans on continuing helping others in the future as a paramedic.

Townshippers’ is proud use the YTLA as a platform to empower and encourage the next generation to make a positive impact and thanks this year’s award partners for their generosity and participation of the Lennoxville Youth Center, NAV Canada, Champlain College Lennoxville, Cass Funeral Homes, Global Excel Management, and the Government of Canada.



Make Way
for **YOUTH**
ESTRIE

supporting your
move to the
Townships!

*18-35 YR OLD POST-SECONDARY GRADS

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TOWNSHIPERS.ORG/MWFY

EXCEL ^{IN} THE ESTRIE!

ESSAY CHALLENGE

Life is full of experiences, challenges and achievements that help to shape us into the people we become. These events come in all sizes as soon as we wake up each day until we go to bed each night. We’re so used to living with them that we don’t often take stock of our experiences and what we’ve achieved in overcoming challenges.

Being aware and even celebrating our accomplishments, even in a small way, increases positive emotions such as self-respect, confidence and happiness. It can also keep us motivated and energized.

For teens who are about to make the big leap from high school to college or vocational schools, that motivation can be a reminder that they are ready and capable to handle the next steps in their life.

In 2013, Townshippers’ Association’s MWFY Estrie project started challenging high school seniors to write essays about their accomplishments and their future plans.

The hope was to provide a way for teens to reflect and recognize what they’ve been able to accomplish to graduate high school, to get them thinking about their ability to contribute to their communities and boost their confidence in themselves before they graduate. The cash reward – provided thanks to our generous local sponsors – helps with their school costs and the publishing credit they earn when their essay appears in our Townshippers magazine looks pretty nice on their resume.

But there’s another reason we publish the winning essays. In their own words, our teens are able to help others in the community understand the challenges they face and maybe, other teens can find the inspiration to tackle their own challenges.

We expect the essay challenge to continue this February and hope you will help us too inspire and celebrate our teens by spreading the word. Invite the high school students and teachers you know to visit **Townshippers.org/Essay** or contact our MWFY Migration Agent at 819-566-5717 to learn more about this challenge.



Photo by Stephan Thompson

All *dreams* are worth fighting for

BY CAROLINE FISETTE

Each year in celebration of school perseverance, Townshippers' Association's Make Way for YOUth Estrie (MWFY) project challenges high school seniors to share stories about how they have excelled in school and how they see themselves living and working in the Townships in the future. This year's winning essay was produced by Caroline Fiset, a 17-year-old from Coaticook. The Alexander Galt Regional High School graduate recently started her special care studies at Cégep de Sherbrooke and hopes to have a positive impact on the lives of Townshippers by studying psychology. Here is her essay...

Growing up. Something that everyone is excited about but involves many obstacles: choices and decisions. When we were young, we saw school as something fun and exciting. Very much like when we were about 8 years old, when someone asked us what we wanted to be in life, the answer was pretty simple. Whether it was being a teacher or veterinarian we would be convinced that we'd find a way to

get there. We thought the path of life was easy and simple but the truth is that school is not always easy and choosing your path is not either.

Elementary school is where it all first started for me. Living in a small town in between Sherbrooke and Coaticook named Compton, I went to a pretty small elementary school called Louis-St-Laurent. It was easy, I had barely no homework and all we did was basically play all day. The transition between elementary school and high school is what really crushed me. My parents decided to enroll me in an English school named Alexander Galt Regional High School. I was excited but most of my friends were going to a different high school. I begged my parents many times to go to the same high school as them but due to the fact that my mom is English-speaking, they wanted me to learn and go to the same high school as she did. When the transition finally occurred, it was hard. I had no friends and most

of all, I did not even know how to speak English!

My first year was grueling. In many subjects, such as English, everything would seem totally different from what I learned in my French elementary school. The words from French conversed into Spanish, that what it seemed like to me. With much studying, perseverance and with the help of my English teacher, I started to learn. Although it was difficult, I got better. As the years went on, it became more simple and my grades improved; however, I did not feel like it was good enough.

In my life, I have always had a role model; my sister. Cassandra always obtained above 90% average in every subject she studied. She was also named valedictorian of her graduating year. It was difficult following in her footsteps. I wished, I could do just as well as

she did but high school was never easy for me. In level four, however, I finally achieved something that I would have never expected; I got on the honor roll list. This simple piece of paper meant that I had an average between 80% - 85% but for me, this meant that I was finally able to achieve things that I thought would never be possible.

I am now in my final year of high school and I can say I do not regret going to Alexander Galt Regional High School. This high school has taught me many things. I have the privilege of being bilingual and I would not change a thing about my path throughout high school. It was totally worth it.

Next Fall, I will be attending the special care program at the Cegep de Sherbrooke. I recently got my answer of acceptance and I really cannot wait to start a new chapter of my life. In five years from now, I

still see myself studying; attending University in a psychology program. Although this type of study will take me many years, I know it will be worth it. I have always dreamed about helping people and with this type of career, I am sure I will be able to achieve what I have always dreamed of and also maybe even change people's lives.

The path of life has many obstacles that we are not always aware of. Obstacles are part of our development when growing up, they challenge us and guide our path to achieving the impossible. Our path has obstacles to help us realize if what we want is really worth fighting for. No matter the circumstances, if it is something you really want, you should always keep your head up and work hard to achieve your dreams.

Thank you 2017 Essay Partners

Canada



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Wednesday, December 20, 5-7pm
257 Queen, Sherbrooke (Lennoxville)

Townshippers.org

Canada

Sherbrooke
Strength of Communities

TIMELY HEALTHCARE CLOSE TO HOME IN FRENCH OR ENGLISH? NOT A DREAM!

By Carol Mooney & Dian Cohen

Sex, politics and religion are often considered prickly subjects at mixed cocktail parties. Now, add a fourth - healthcare.

A typical exchange might sound like this:

Three months ago, I had a heart attack and received excellent care at my local hospital. They saved my life. I cannot thank them enough.

Well, you are luckier than me. I am in constant pain, on a wait list for hip surgery and considering joining the 63,000 Canadians who have left the country for prompt care.

But then, you incur a big cost. Canada has the best health system in the world and it's free.

Canada DID have the best system -- in 1993. The Commonwealth Fund ranks Canada 10th out of the 11 wealthy countries in the world. And it's not free. Total health spending in Canada comes to over \$6,000 per Canadian per year, higher than most industrialized nations. Yet Canadians are not markedly healthier, nor do we receive better care. Factor in the rapidly aging population and the future is not pretty. In reality, we have one of the most expensive healthcare systems in the world -- other countries with universal healthcare routinely outperform us on a number of indicators -- we came at or close to the bottom of the list in access to care, timeliness of care and overall quality of care and didn't rank in the top three in any of the metrics reviewed.

That may be true but I still believe that the Canadian single-payer system is the best. Besides, no political party here will ever have the courage to move to a different model as other countries have done.

I think you're mistaken about the former, but I'm afraid you may be

right about the latter.

Here in a nutshell are some of the issues facing our chronically ill health system.

Enter the **Massawippi Valley Health Centre (CSVM)**, a hybrid model of healthcare delivery.

Situated in Ayer's Cliff, this public health cooperative, one of only a few dozen in Quebec, provides access to primary care close to home and without long waiting times. The medical staff of doctors, nurses, and health professionals focus on the patient in a collaborative way and a supportive spirit; they provide follow-up through visits or phone calls.

Recently, the Minister of Health, Dr. Gaetan Barrette granted a second general practitioner to CSVM in recognition of the vital need they are filling for the community, particularly the rural population.

The two general practitioners, three nurses, a director general and a secretary are complemented by part-time physicians and health professionals. An orthopedic surgeon, general surgeon, medical biologist, podiatrist, physiotherapist, psychotherapist, and naturopath currently round out the team. The

patient-centred approach at CSVM, plus the concept of a citizen-owned health initiative dedicated to prevention of disease and promotion of health are attractive for the medical staff.

The electronic medical records and freedom from "administrivia" make a difference too. Evidence is mounting that when citizens and small businesses unite to throw their heart and soul into community well-being, they become better able to take charge of their own health.

Open to everyone, the Centre's 1,700 members hail from every corner of the Eastern Townships. Over 1,000 of them are English-speakers. The personable, bilingual environment of the clinic has motivated reticent English-speakers, particularly those in rural areas, to seek the medical help they need. In some cases, the need is desperate.

For a monthly fee that equals a bag of local apples and a small chunk of cheddar cheese, citizens that value disease prevention over waiting in a hospital emergency room, join.

Our health centre respects the Canadian Health Act, which demands that anyone who walks in the door has access to a physician. We turn away no one, unlike many of the Family Medical Groups in the Townships. We see ourselves as providing much-needed assistance to our Quebec Health program.

There are still huge educational and communications issues to be addressed in Quebec, where almost everyone believes that health care is free, and if you're asked to pay even \$10 a month, you must be private. We



Photo : Massawippi Valley Health Centre



Ghislaine Poulin-Doherty, General Manager, Sarah Coté, secretary, Dr.. Danielle Mercier, Nurses Janet Manuel, Mary Ellen Mackay, Ines McNeill.
Photo : Massawippi Valley Health Centre

are not a private clinic, we are a not-for-profit cooperative, which means that a member is a shareholder and an owner and has a voice in running the health centre.

The \$10 a month fee (really \$8.70 plus tax to be exact, an amount that can be reclaimed on your income tax return) pays the rent, the staff, the medical and office supplies – all the things you pay for in a hospital when you pay your taxes.

Unhappily, the hospital system is overloaded and understaffed – our clinic is not. Our doctors are paid by Regie de l'assurance maladie de Quebec (RAMQ), just as they are in a hospital.

The idea of developing a health centre in this area percolated in the head of a resident who had no family doctor, had the experience of sitting in a local ER for six hours with the flu, then going home without being seen. (She ended up going to Montreal for an appointment with a respirologist and being diagnosed with, and treated for, pneumonia.)

Starting a clinic is not a linear task – think of this project as dropping a stone in water and then paying attention to every ripple in every direction after that – with the stone repeatedly dropped as one set of issues is resolved and others emerge.

This is not the best place for a primer on creating a primary health clinic. But should any reader be interested in the process, the founding members of CSVM are writing the book.

The organizing group started with the idea of targeting citizens

of the 10 municipalities of the Massawippi Valley. We spent two years researching this project which included visits to many health clinics in Quebec. We made presentations to each municipal council, to regional councils, to interested community groups, as well as organizing a dozen publicly advertised information meetings.

Hundreds of flyers were sent out, targeting different groups – potential members, funders, doctors, nurses, etc. We applied for a dozen institutional grants. We incorporated a Foundation so we could give tax receipts for donations. We did a feasibility study that culminated in our first public

meeting two years later confirming our research, not just about the need for a clinic and the services it would sell, but about where and how good the competition was, and about how much a health clinic adds to the community – young moving in, old being more able to stay, new business support, more connectivity in the community, etc.

And we began with a huge vision: part of it, after we became established, was to be a hub for the community. We knew from the

start that we would offer education on disease management, which we began in 2016. We want to be able to help seniors in their own homes, and we would like to consider services such as day care when parents come for appointments.

None of these things has happened yet, but they're on our strategic work plan. And the plan is a winner in terms of health prevention and care as well as sparking economic development.

On May 30, 2017, CSVM held a well-attended press conference to announce our successes over the first two years of operation and our need for a second doctor to make our clinic sustainable for the longer term. The Ministry of Health recognized our contribution to the health of rural citizens and granted us a second general practitioner who began in October.

It's noteworthy that Dr. Barrette, on a Quebec AM CBC interview, praised the intervention and monitoring efforts of CSVM nurses in motivating a member to change his lifestyle habits to control a pre-diabetic condition. As he put it, "That is what we want to see happening all across Quebec."

Guided by our members (everyone is equal in a cooperative) and led by a board of directors, the Centre has big plans for the future.

The conference room is ready to host more healthy-living seminars. The popular Lifestyle Counselling Program, customized and personalized for each member, with regular nurse follow-up, is on-going. Mental health issues, safety in our homes, etc. are on the agenda.

The province has approved the Centre for vaccination services – tetanus, zostavax, influenza, etc. We

“ I have just moved into North Hatley from Montreal. I will not have a family doctor here for three years; I see CSVM as my family doctor. ”



Meeting with volunteers to update "the plan" Photo : Massawippi Valley Health Centre

intend to offer these services in the fall, always cognizant of the fact that we are dependent on the government to allocate the vaccines to us.

We have architectural plans to renovate the lower level of the building where the health centre resides. This will allow us to expand our wellness programs and make them more easily accessible to people with mobility issues as well as the general population. We are applying to granting agencies for funding.

At the same time, CSVN has launched a membership drive. Although we are a not-for-profit cooperative, we are still a business that must cover our expenses. Anything over and above that will be recycled back into the centre for new equipment, services and staff. We would like to add other health professionals, another family physician and perhaps another nurse.

Our business plan indicates that CSVN needs at least 2,300 members to be financially self-sufficient in 2018.

The Massawippi Valley Foundation has been instrumental in attracting donations. Local businesses and current members have responded enthusiastically to keep CSVN in the Massawippi Valley. Even before news of a second doctor, our members signed up 200 new members over the summer. The

support of our community is exemplary, beginning with the unwavering support of the Ayer's Cliff Municipal Council led by mayor, Alec van Zuiden.

Canada's rural residents do not receive the same level of preventive and early stage health care monitoring that is available to urban Canadians who

live close to comprehensive health services from hospitals, clinics and pharmacies. Our vision for growing our health care service is designed to close that gap in health care delivery using readily available telecommunications and technologies, including social

media (eHealth). We call this initiative "Rural Community Clinic Integrated Health Monitoring". We are applying to a variety of granting agencies for funding. We feel strongly that such a project will, in the intermediate term, allow members to gain greater knowledge and the capacity to self-manage chronic health issues.

In the longer term, health outcomes of CSVN members are improved; preventative practices for better health among CSVN members is expanded; CSVN is recognized as a leader in providing access to primary care and illness prevention practices.

The CSVN is not yet three years old. We cannot claim enduring success yet. We didn't invent the cooperative model,

yet we are convinced that it can be viable and replicable wherever there are communities willing to come together for their own benefit.

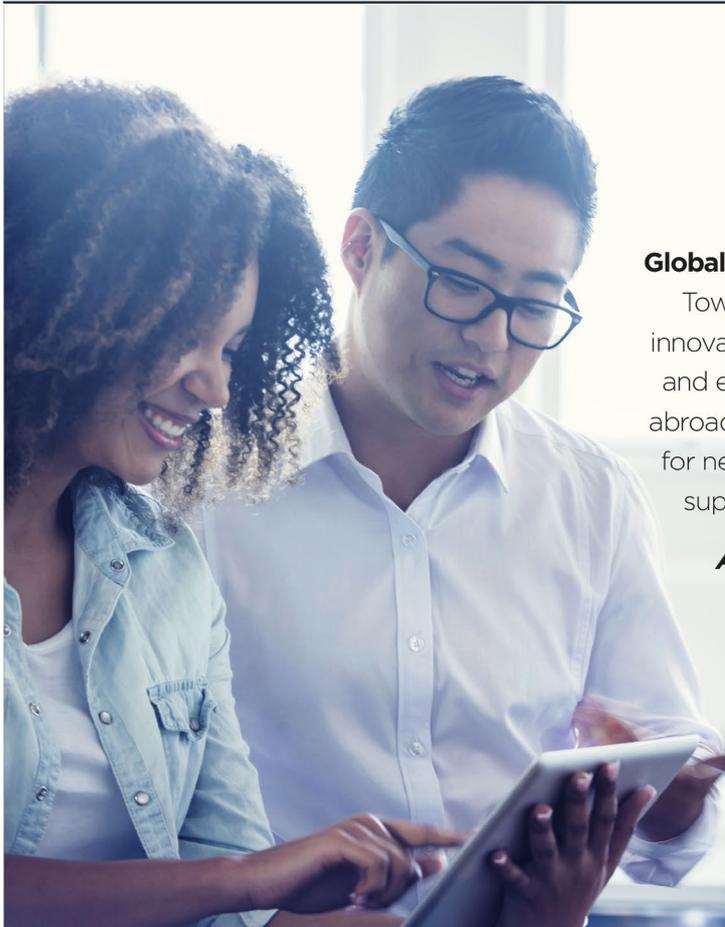
Our experience in the Massawippi Valley has been one of triumph and heartache. We have learned that community support is invaluable and that public confrontation may be necessary to be heard. We have learned that proving that we are filling a need in an underserved community is applauded in some healthcare quarters, but surfaces opponents in others, simply because we are different. We have a long way to go before we declare victory – victory that comes in the form of helping the healthcare system itself back to better health, in the form of improving the health of CSVN members, and expanding the preventative practices for better health among CSVN members. The icing on the cake will be to be recognized as a leader in providing access to primary care and illness prevention practices.

If you'd like to be part of this adventure, we welcome your membership. Go to www.csvn.ca for more information on the health clinic and to complete a

membership form.

*Carol Mooney is a founding director and Vice President of the Board of CSVN.
Dian Cohen is the founding organizer of CSVN and serves as its Secretary-Treasurer.*

“ This clinic is great. Dr. Petraki did two surgeries on me. I would have waited two years if it had not been for the clinic. ”



Growing with you.

Global Excel is an international company based in the Eastern Townships. The success, the growth and the capacity to innovate of our company are directly linked to the dedication and expertise of our 650 employees located both here and abroad. To support this growth, we are always on the lookout for new, talented people with a serious interest in delivering superior customer service to our 365 clients worldwide.

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History of the WALES HOME

Image: Wales Home

The Wales Home was founded as a Home for the Protestant aged folk of the Eastern Townships by an act of the Quebec Legislature in 1921. It originated through the will of the late Horace Pettes Wales, a successful Richmond merchant who died in 1918 – bequeathing his farm of 162 acres near the town of Richmond and money for the purpose of founding such a Home. On March 17, 1922 the first resident, Mr. Chas Mackie, moved into the Wales Home. It is recognized by the ministère de la Santé et des Services sociaux du Québec at the first seniors' residence in Québec.

The original building was built to accommodate 41 residents. However, to meet the demand for accommodations for the elderly, the Norton Memorial Wing, (now our long term care unit), was added in 1940. Once again, in 1954, the demand for accommodations rose, and the Norton wing was complimented by the large new wing now designated as the Shaw Wing. Eventually an extension was made to the Norton Wing and an additional floor was added on to the Shaw wing in 1962. In 1969, more construction took place at the Wales Home and the Manning wing was built as the new three story addition to the Shaw wing. The highest occupancy level was reached during the 1980's at 268 residents.

As time progressed, the original policy regarding religion and territorial boundaries was abandoned, and in 1992 it was passed that all elderly people would be accepted as residents regardless of previous domicile, religion, and language. For the past five years the average occupancy rate has been 175 residents, and since 1922, over 3,050 seniors have

Wales Home Construction

- 1921 The Wales Home Established (Central building)
- 1940 Norton Wing (to Nurses station)
- 1954 Shaw Wing
- 1962 Extension to Norton wing & 4th floor on the Shaw wing.
- 1969 Manning Wing
- 2010 Renovations Norton (CHSLD)
- 2015 Renovations & creation of Mitchell Wing & Wellness room
- 2017 Front of house expansion

made the Wales Home their residence.

In 2011, the Wales Home was divided into two legal entities: the Résidence Wales Home for autonomous and semi-autonomous seniors (115 beds), and the CHSLD Wales Inc. was created to accommodate dependant seniors needing long term care (84 beds).

The Wales Home is the designated facility for English speaking seniors of the Estrie.

The CHSLD Wales Inc. has recently been granted government funding thus obtaining equity for its residents and employees. CHSLD residents now pay the same rent as other public CHSLDs of the province (\$1535.70 for a semi-private room and \$1836.90 for a private room). The CHSLD Wales Inc. has been named as the designated facility for English speaking seniors of the Estrie.

We have now completed Phase 1, the Front of House Expansion that includes a wellness center with indoor pool and state of the art therapy department. Implementation of Phase 2 is in process and will consist of the expansion of our long-term care unit (CHSLD).

Winner of 10 prestigious awards:



Winner of the 2011



Therapeutic Garden Award



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