

M. Benoit Morin
Président-directeur général
Centre intégré universitaire de santé et de services sociaux de L'Ouest-de-ile-de Montréal
160 ave. Stillview , Pointe-Claire (Quebec) H9R 2Y2

Dear M. Morin.

A growing concern about the decline in the quality of services that the CIUSSS is providing for children and their families as well as the dismal state of morale among the employees working in the youth centres has persuaded the undersigned Associations to form a coalition and speak out.

CARE Jeunesse (Centre d'Amitié, Ressources at Entraide pour la Jeunesse), a non-profit organization comprised of former youth in care, provide support and advocacy for youth who are leaving care. They are in regular contact with youth in residential and group home settings. These youths report a decline in basic care: from the quality of food they are given, to the lack of monies for leisure time and community activities to the frequency with which unfamiliar and temporary staff are coming on shift with little to no knowledge about the children or their program. They describe situations in which the safety and predictability of their day is uncertain and the attention to their needs is neglected.

The Batshaw Alumni Association is regularly in touch with employees contemplating retirement or who have recently retired. They invariably describe an environment of instability, confusion and lack of support or direction with ever increasing workload expectations. Some are on sick leave from work related stress, others are contemplating early retirement and others tell us they are counting the days until they can leave the center. They identify the formation of the CIUSSS as the beginning of the decline in their working conditions

The Quebec Association of Educators provides a forum for practitioners to discuss services to youth and families, to exchange information and to promote the development of standards in the field of youth care. The Association has had a steady stream of members exchanging on the declining working conditions in the units and programs they work in throughout the CIUSSS. Many are on leave due to "burn out" others are looking elsewhere for employment and there is an overwhelming sense of disillusionment among them.

Since the merger in April 2015 each of our associations have witnessed the gradual erosion of programs, the elimination of essential services and positions, a decline in the quality of services to youth and families and a deterioration in staff morale. The coalition was formed in response to this situation and a consensus on the need to act. We have joined forces to raise our concerns and questions on a regular basis and throughout the year to the Board of Directors of the CIUSSS de l'Ouest.

Our first question is:

What concrete evidence can you give us that you are aware of the current crises in youth centers and what steps are being taken to rectify the situation?

Yours truly,

C.A.R.E. Jeunesse (Centre Amitié et Entra pour le Jeunesse)

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Cc Marie-Claire Richer

Directrice Générale Ajointe amélioration continue ,accés et infrastructures

Directrice qualité, évaluation, performance et éthique

CIUSS S de L'Ouest de L'Ile de Montréal

Cc Judy Martin

President, Quality and Vigilance Committee

CIUSSS de L'Ouest de L'Ile de Montréal