

Talking points for Alan Maislin
Public Information Meeting – CIUSSS West-Central Montreal
Carrefour Lea Polansky
Wednesday, November 2 – 6:30 p.m.

- **Welcome to the annual Public Information Meeting of CIUSSS West-Central Montreal.**
- **Il s'agit de notre première assemblée en personne depuis 2019. Je suis ravi que nous puissions nous réunir avec les membres du public dans ce contexte.**
- **If you want to tell us about a good experience you've had, we'd love to hear from you.**
- **But if you have concerns about any aspect of care, we want to hear about that, too. Your feedback, positive or negative, is one of the best ways for us to understand where improvement is needed.**
- **We look forward to your questions later in the evening.**
- **Je tiens d'abord à remercier mes collègues et amis du conseil d'administration de leur dévouement, leur travail acharné et leur détermination afin de faire de leur mieux pour les personnes qui comptent sur nous.**
- **Your insights, vision and sound decisions are what keep us headed in the right direction, year after year.**
- **Once again, the big news in 2021-2022 was COVID-19.**
- **The pandemic hasn't ended and precautions must still be taken, but fortunately, it's no longer an imminent threat.**

- Je veux également remercier chaque membre du personnel de leur professionnalisme et de leur engagement, ainsi que pour les sacrifices personnels qu'ils ont faits.
- Grâce au dévouement de notre personnel, nous avons été en mesure de continuer à fournir des soins de santé et des services sociaux sans interruption.
- They were also present in the evaluation centres and vaccination clinics to give the public the protection it needed.
- Our success was a result of living up to two key principles.
- The first principle is teamwork. Everyone worked closely together. This included clinicians in every field and discipline. It also included non-clinical staff who made sure everything ran smoothly.
- The second principle was our focus on the needs of healthcare users. Even though circumstances were constantly evolving, we kept asking ourselves, “What do our healthcare users need right now, and how can we provide it?”
- Nous espérons tous ne plus jamais devoir composer avec ce genre de crise. Mais, le fait que les membres de notre personnel aient été à la hauteur de la situation pendant cette période difficile est la preuve de tout ce que notre CIUSSS peut faire pour protéger la santé et le bien-être des membres du public.

- At this point on our agenda, we're going to hear from our President and CEO, Dr. Lawrence Rosenberg. Unfortunately, Dr. Rosenberg isn't able to join us in person this year, but he has this message for everyone.

[VIDEO PLAYS]