

Annual REPORT

25 / 26

Centre-West Community
Health Corporation



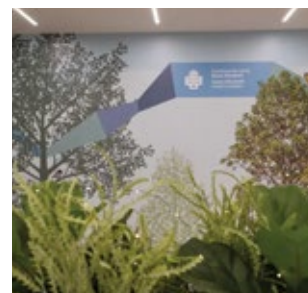
Complexe de santé
Reine Elizabeth
*Queen Elizabeth
Health Complex*



**The Victor & Sheila Goldbloom
Diagnostic Imaging Clinic equipment
generously donated by the QEHC Foundation.**

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Joanne Mastro
President

Message from the President

I find it simply amazing and really quite wonderful that The Queen Elizabeth Health Complex is poised to begin its 30th year of providing members of the community and beyond with quality healthcare services. We have come so far from our humble beginnings. The modern world may be surrounded with numerous forms of artificial intelligence but there is nothing artificial about the variety and quality of services offered at the QEHC and it's all available under one roof.

In the present era of escalating costs, coupled with budget cuts, especially in healthcare, organizations such as the QEHC are vital to maintaining the health and wellbeing of members of our community. The services available at the QEHC play a crucial role in alleviating some of the strain in our hospitals. We are not in competition with hospitals but rather partners in service.

Successful years do not just happen; they are carefully crafted by a dedicated, caring team of individuals. My sincere thanks to the QEHC operations team led by our Executive Director and CEO, Irene Tschernomor and her amazing staff. Thank you to our wonderful Board of Directors who generously volunteer their time and intellectual energy.

Their efforts are truly crucial to the success of the QEHC. Thank you also to the QEHC Foundation for their continuous hard work in supporting the needs of the complex and for another outstanding UTTS event. I would certainly be remiss if I did not express my sincere gratitude and appreciation to the more than 140 healthcare professionals who offer a wide variety of services under our roof. Together they prove that the Queen Elizabeth Health Complex is not just a building, it's the people who are there to serve the physical and emotional health and welfare of our community.

“It is health that is real wealth and not pieces of gold and silver.”

Mahatma Gandhi



Irene Tschernomor
Executive Director
and CEO

Message from the Executive Director and CEO

As we move into our 30th year at the Queen Elizabeth Health Complex, we sit back and reflect on how much the world has changed in the past 29 years. We have entered a new era and organizations in every corner of the globe face challenges and are dealing with significant uncertainties and changes. The QEHC is certainly no stranger to uncertainty. This organization, created by volunteers almost 30 years ago, has also seen tremendous change. The past years have given us the opportunity to grow and to develop into a top rate model in community healthcare and to establish a solid presence and reputation.

Through the implementation of an intensive marketing plan and close collaboration with our partners such as our tenants, MUHC, Concordia University, T.A.L.Q., Santé Quebec, Cure Foundation and many more organisations, we have raised community awareness and have put QEHC “on the map”. Amazing things happen when people and teams come together and offer their best talents

and skills in the pursuit of important goals. The QEHC is proud to have a wonderful team of people who support this work and we are so lucky to have them.

The aging infrastructure of the building has quickly become a top priority this year and is the main focus of the QEHC Foundation's Capital Campaign. We wish to express our profound gratitude to our foundation which is working hard to support us with their generous contributions. We are truly grateful to have them.

I also cannot overstate how much I appreciate the continuous collaboration and dedication of our wonderful staff, volunteers, tenants and our volunteer Board of Directors who work every day behind the scenes to assure our success. We have been working for many years to build this strong and vibrant organization and will do so in the months and years ahead with equal and greater commitment!

Our Values

Located in the heart of Montreal, for over a hundred years the Queen Elizabeth Hospital enjoyed a proud heritage of serving the community in a warm and welcoming environment, offering the highest level of patient care. It is with these same values that the Queen Elizabeth Health Complex was created in 1996, carving out an important role as a unique model in primary care delivery. What hasn't changed is the quality of care offered and the excellent relations the QEHC has maintained with its patients and the entire community.



Vision

That Montrealers, who need out-patient care, receive timely and effective services at the Queen Elizabeth Health Complex, a centre that strives for excellence.



Mission

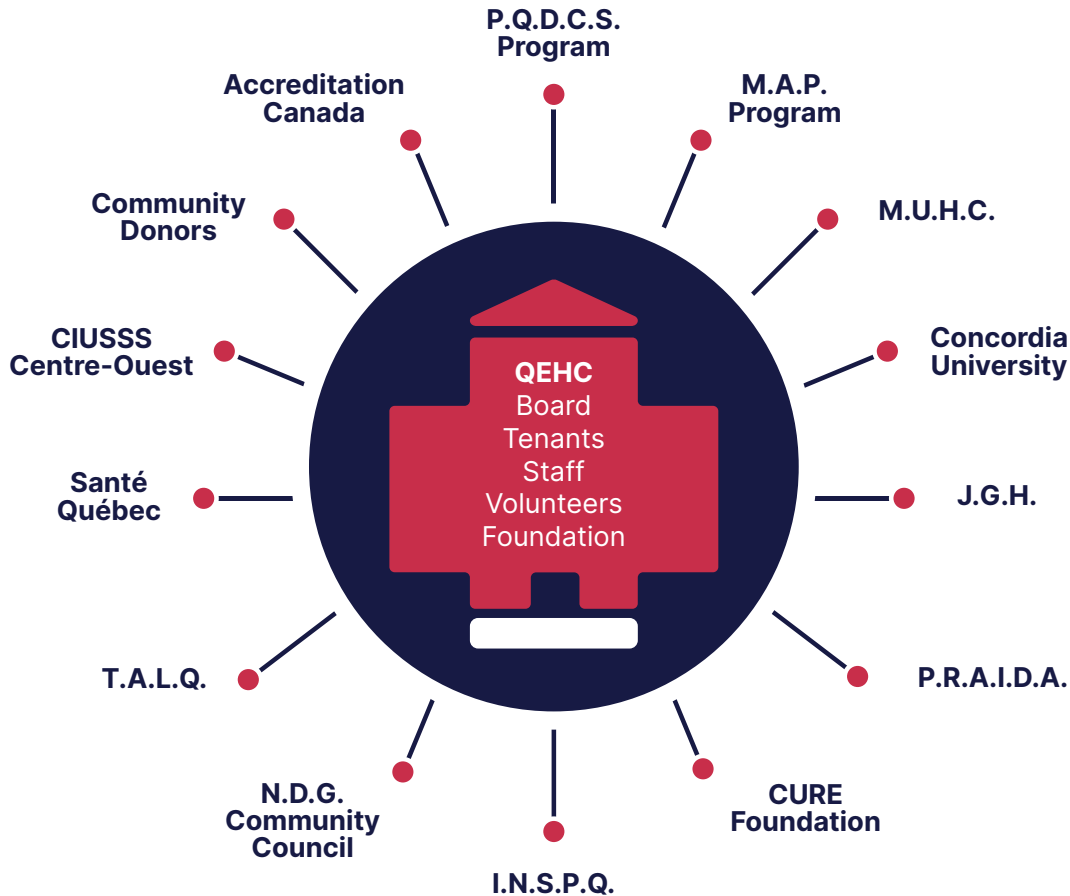
The Queen Elizabeth Health Complex is a not-for-profit community led organization which works in partnership with others to promote and preserve the health and well-being of all members of the community.



Philosophy

The philosophy of the Queen Elizabeth Health Complex is to serve the community by integrating all aspects of healthcare, both public and private, traditional and non-traditional, preventative and curative. This blended approach seeks to address some of the gaps and weaknesses of the current healthcare system.

Our Community Partners



Your Community Healthcare Center

In collaboration with our community partners, the QEHC plays a vital role in relieving the strain on emergency services in hospitals. With over 350,000 visits per year, our unique, Not-for-Profit ambulatory health center complements the acute care hospital system through an "auto-financed" model that operates entirely without government funding. This innovative approach is likely to become more widespread in the future as government healthcare budgets continue to shrink.

P.Q.D.C.S.	Programme québécois de dépistage du cancer du sein (Quebec Breast Cancer Screening Program)
M.A.P.	Mammography Accreditation Program
M.U.H.C.	McGill University Health Centre
J.G.H.	Jewish General Hospital
P.R.A.I.D.A.	Programme régional d'accueil et d'intégration des demandeurs d'asile
I.N.S.P.Q.	Institut national de santé publique du Québec
T.A.L.Q.	Talking and Listening in Québec

Accreditation Canada



What does being “accredited” mean?

When you see the Accreditation Canada Seal, you can be certain that the health care organization is working hard to meet standards to deliver safe, high quality care. We do so, because better quality means better health.

What is Accreditation and why does the QEHC volunteer to take part in this program?

Accreditation is the on-going process of assessing healthcare and social service organizations against standards of excellence to identify what is being done well and what needs to be improved. It assures continuous quality improvement by improving outcomes. This evaluation process offers third party assessments of organizations against evidence-based standards of excellence. It helps enhance quality, reduce risk and strengthens accountability.

In June 2023, QEHC was accredited “**with commendation**”, meaning that we have exceeded recommended standards. This program, which is assessed by outside surveyors every 4 years, will now take place again in 2027.

Improving the quality of patient care and the patient experience has been a top pre-occupation and some of the most pressing challenges have been addressed this year. We have focused on components of the 3 key Pillars:

1. **Quality of Patient Care**
2. **Patient Safety**
3. **Diversity, Equity and Inclusion**

Some of this year’s activities included:

- The creation of patient confidentiality policies for Bill 5 and Bill 25
- Establishing a patient safety committee which meets regularly to update safety practices
- An emergency and disaster plan is being established with various drills + evacuations
- C.P.R. (cardiopulmonary resuscitation) training as well as W.H.M.I.S. (Workplace Hazardous Materials Information System) training has taken place as well as additional training to prevent workplace violence, and workshops for Excellence in Customer Services
- A strategic plan for the organization as well as an operational plan and quality assurance plan is being prepared.
- Staff hand-washing audits are taking place regularly for the prevention of infection as well as routine inspection for equipment safety.
- All of the Emergency and Safety policies are being updated.
- A patient satisfaction survey has been designed and implemented
- The Board of Directors has approved a Diversity, Equity and Inclusion Policy

We are working hard to assure that QEHC is offering its patients the highest quality of care.



The Victor and Sheila Goldboom

Diagnostic Imaging Clinic

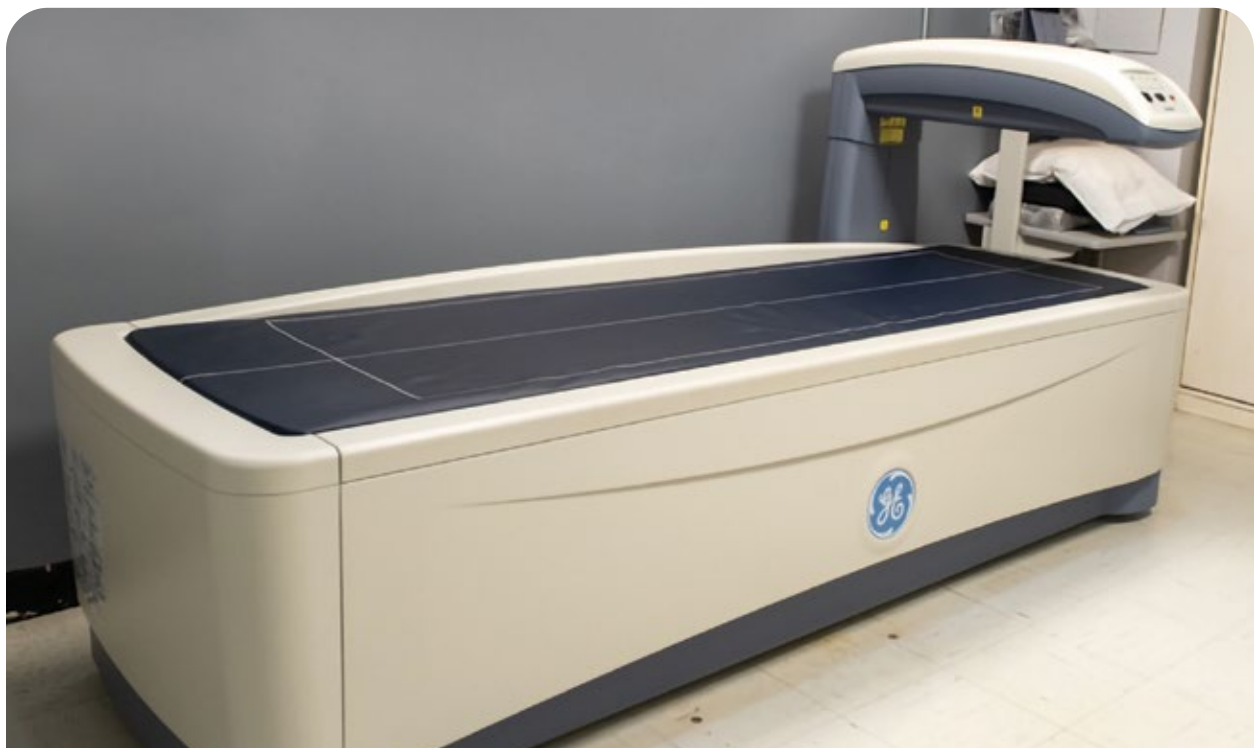


The QEHC Medical Imaging Clinic offers advanced diagnostic imaging, including X-ray, mammography, bone density scans and ultrasound. Our dedicated and experienced bilingual team is committed to accurate diagnosis and compassionate care.

Equipment and Technology Improvements

This year, we introduced a new Bone Mineral Density (BMD) machine. This important investment has significantly improved both the speed and accuracy of examinations, enhancing the overall

patient experience while providing more precise diagnostic results. The upgraded technology has also increased workflow efficiency, allowing the department to continue delivering high-quality diagnostic imaging services to our community. We thank the QEHC Foundation for their on-going commitment and generosity in assuring that our imaging equipment is continually replaced by the newest technology.



Breast Imaging and Patient Care

Approximately 3% of patients undergoing mammography at our facility are referred for biopsy through our established care corridor with the McGill University Health Centre (MUHC) and the Jewish General Hospital (JGH). This collaborative process ensures timely follow-up and continuity of care for patients requiring further diagnostic assessment.

The approximate waiting time for a mammography appointment at our centre is six weeks, allowing patients to access high-quality breast imaging services within a reasonable timeframe while maintaining efficient scheduling and patient care. In Quebec, breast cancer is the most frequently diagnosed cancer among women. **An estimated 8,200 women are diagnosed annually, resulting in roughly 1,350 deaths.**

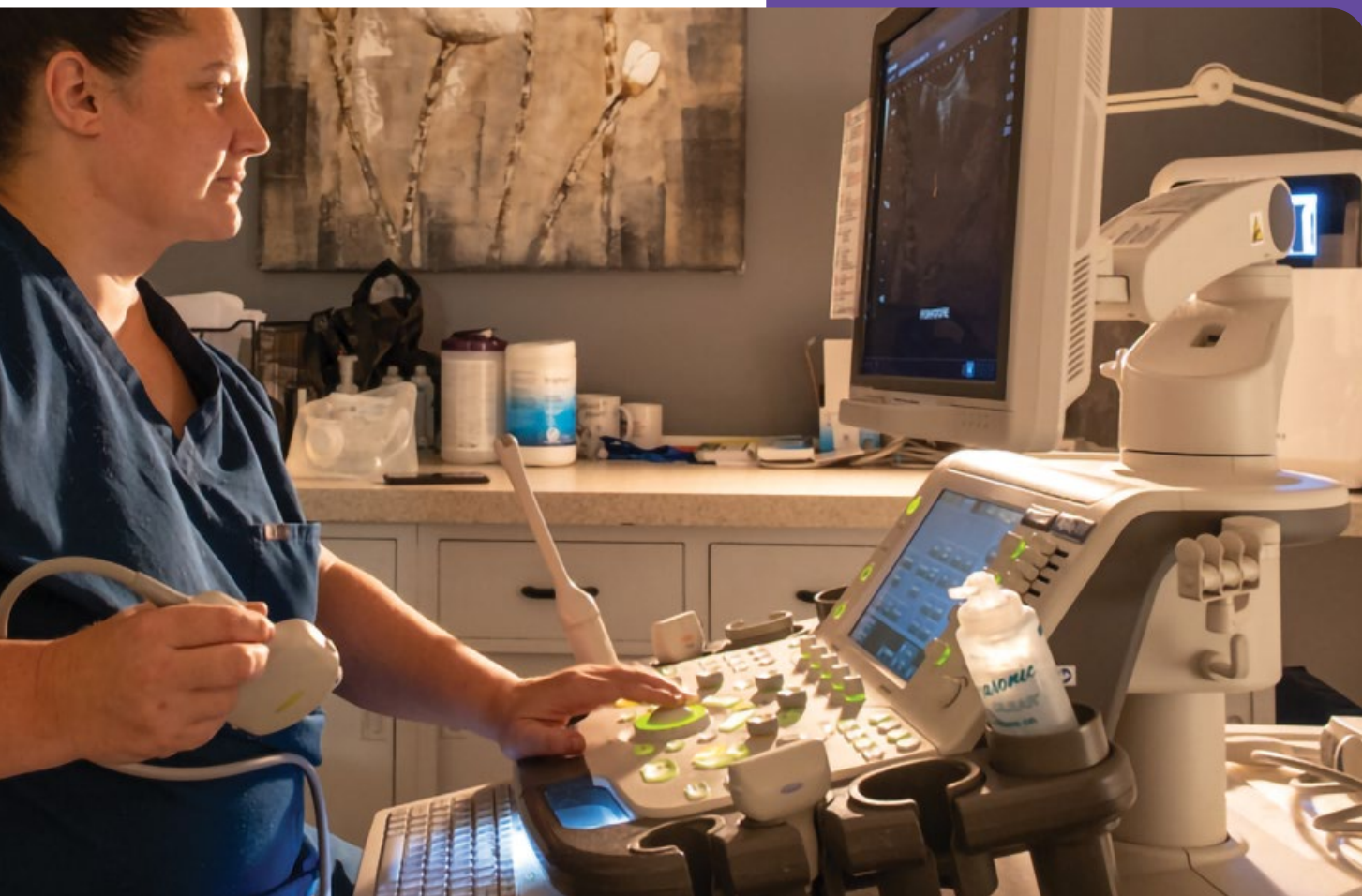
Quebec records one of the highest breast cancer incidence and mortality rates in Canada. Thanks to ongoing advancements in treatment and screening practices, **the five-year survival rate for breast cancer is now 89%.**

Digital Requisition Process with MSC

A new digital requisition system has been implemented for referrals received from the MSC Clinic. By digitizing patient information, the new process reduces the risk of misplaced requisitions and helps ensure that patients do not fall through the cracks. This improvement has increased the efficiency, accuracy, and security of transmitting, managing, and maintaining patient information, contributing to a more streamlined and reliable workflow.

Appointment Scheduling

To improve accessibility and convenience, patients can schedule appointments with the Imaging Department through multiple channels. Appointment requests can be submitted using the online appointment request form available on our website, or by contacting the department by phone, fax, or email. A medical requisition is always required. Offering multiple booking options helps ensure timely access to imaging services while accommodating patients' individual preferences and needs.



Imaging Department Activity

During the 2025–2026 reporting period, the Imaging Department continued to provide a high volume of dagnostic services across multiple modalities. A total of **35,015 imaging examinations** were performed, serving **23,145 patients**.



35,015
Imaging



23,145
Patients



Imaging Service	Annual Total	Avg. per Month
Mammography	7,381	615
Bone Mineral Density	3,198	267
Ultrasound	4,629	386
General Radiography	19,807	1,651
Total Examinations	35,015	2,918
Total Patients	23,145	1,929
Tomosynthesis Examinations	4,358	363

These statistics reflect the department’s continued commitment to providing timely, high-quality diagnostic imaging services while meeting the growing needs of our patient population.



How to get an appointment:

- We are open 7 days a week, 365 days a year, from 8:30 a.m. to 8:00 p.m.
- (514) 485-5115
- inforadiology@qehc.org or book online at our Diagnostic Imaging Clinic on our website.
- All of our services are covered by R.A.M.Q.
- General x-ray is available on a walk-in basis and does not require an appointment.



Medical Specialists' Clinic



At our Medical Specialists Clinic (MSC) we are committed to continually enhancing the quality, safety and efficiency of patient care. Through on-going innovation and investment in digital healthcare solutions, we strive to provide a seamless experience for both patients and healthcare providers.

The role of the MSC is to provide coordinated, specialist-led care for patients requiring assessment, diagnosis, treatment and on-going management of complex medical conditions. The clinic works collaboratively with primary care providers, allied health professionals and diagnostic services to ensure patients receive timely and comprehensive care.

A key achievement this past year has been the successful transition to a comprehensive Electronic Medical Record (E.M.R.) system. This digital platform has significantly improved access to patient information, enabling physicians and patients to benefit from accurate up-to-date medical records.

This year we have also introduced an AI assisted workflow that has strengthened collaboration between the MSC and the Imaging Clinic, reducing delays and improving coordination of patient care.

MSC Services

The clinic provides specialist consultations and follow-up care covered by the Régie de l'assurance maladie du Québec (R.A.M.Q.)

Breast Cancer Surgery Services include:

- assessment of breast symptoms and abnormalities
- investigation of abnormal findings
- coordination of care with radiology, oncology, pathology & primary care

Physicians

- **Dr. S. Meterissian**
- **Dr. R. Salasidis**
- **Dr. F. Tremblay**

Urology Services include:

- assessment and treatment of urinary tract conditions
- diagnosis and management of bladder and kidney conditions
- surgical consultations and treatment planning with coordination of care

Physicians

- **Dr. N. Fahmy**
- **Dr. S. Andonian**

Neurology Services include:

- assessment of headaches and migraines
- evaluation of seizures and epilepsy
- movement disorders
- memory loss and cognitive disorders
- neuropathy and nerve disorders
- dizziness, vertigo and balance disorders
- neuromuscular disorders
- Medical Botox

Physicians

- **Dr. B. Dahan (Medical Botox)**
- **Dr. D. Diorio**
- **Dr. M. Veilleux (Medical Botox)**

Internal Medicine includes:

- assessment and diagnosis of complex medical conditions
- management of chronic diseases
- investigation of unexplained symptoms
- management of multiple medical conditions
- on-going follow up of chronic illnesses

Physicians

- **Dr. J. Faucher**
- **Dr. E. Sidorowicz**

Private Medical Specialist Services



Dr. T. Vanka - Private Family Medical Specialist

- offering consultations, second opinions, preventive health & wellness consultations and on-going management of acute and chronic conditions

Dr. G. Bochi - Private Podiatry Services

- offering assessment, treatment and prevention of conditions affecting the feet, ankles and lower limbs

Between March 31, 2025 and April 1, 2026 the MSC saw 10,076 patients

- Patients who wish to see a specialist for their first appointment must have a referral from a general practitioner.



How to get an appointment:

- 🕒 We are open 5 days a week, from 8:00 a.m. to 4:00 p.m.
- 📞 (514) 485-5096
- ✉️ msc@qehc.org

The DOvEEgene Program

The DOvEEgene program has been part of QEHC's Medical Specialists' Clinic since 2021. We are pleased to be part of a network of outside clinics called DOvEEgene (Detecting Ovarian and Endometrial Cancer Early).

The objective of this project is to develop a test that can be used as a screening tool to detect cancers of the endometrium, ovaries and tubes in the very early stages.

Over 5,000 women have been recruited in this study since May 2021

The team is currently in the final sprint, completing the remaining few hundred follow-ups and working to see all of the participants in preparation for the publication and dissemination of the findings. The study's focus is essential, as endometrial cancer is currently the most common gynecologic malignancy in Canada, with mortality continuing to increase. Projections suggest that endometrial cancer will become the second most common cancer among Canadian women within the next 15 years. Cervical cancer incidence is also fast growing in Canada, despite the availability of HPV vaccination and screening tests.

Statistics

- 8 individuals die from ovarian and endometrial cancer each day in Canada.
- 90% 5 year survival rate for ovarian and endometrial cancers diagnosed in Stage 1.
- 10,000 women are affected by endometrial and ovarian cancers in Canada.

As many individuals in Quebec still do not have a primary care provider, DOvEEgene is pleased to announce an exciting new study — **RAPID ACCESS for Cervical Cancer Elimination**.

Thanks to funding from the Rossy Cancer Network, an open-access, nurse-led clinic divided across 3 sites, will provide rapid access to HPV testing with a nurse for eligible women across the Greater Montreal area. Logistics and preparations are currently underway.



In November 2025, Dr. Lucy Gilbert received the Medal of the National Assembly of Quebec from Jennifer Maccarone, in recognition of her ground breaking contributions to women's health and oncology innovation.



The DOvEEgene team is jumping for the Uterine Cancer Awareness Month Challenge in June 2026.

Refugee and Asylum Seekers Clinic



Since opening in August 2019, the QEHC Refugee Clinic, led by Dr. Ludovic Delabie with the MSC team, has worked to improve access to primary healthcare for vulnerable asylum claimants. The clinic focuses on providing timely assessment and ongoing medical follow-up for individuals with complex health needs, helping them regain their health, function more effectively in their daily lives, and integrate more successfully into Quebec society. Early medical intervention can have a profound impact on long-term health outcomes. Prompt diagnosis and treatment of conditions such as post-traumatic stress disorder (PTSD), diabetes, and other chronic illnesses can prevent complications while supporting patients as they begin rebuilding their lives in Canada.

In 2025-2026, the clinic welcomed 76 new referrals, the majority through P.R.A.I.D.A. (Programme régional d'accueil et d'intégration des demandeurs d'asile), Quebec's regional program for the reception and integration of asylum seekers. This partnership allows refugees with significant medical needs to be identified soon after their arrival and connected with primary healthcare without unnecessary delay.

Mental health continued to represent one of the clinic's greatest areas of need, accounting for more than half of all consultations. PTSD (Post-traumatic stress disorder) remained the most common diagnosis. Patients often arrived after experiencing war, political persecution, sexual violence, the loss of loved ones, prolonged displacement, or years of uncertainty regarding their safety and future. Compared with previous years, the clinic also observed an increase in severe depression, likely reflecting the cumulative stress of prolonged immigration procedures, extended family separation, and uncertainty about the future. Although less common, patients living with schizophrenia and bipolar disorder required intensive, long-term follow-up because of the complexity of their medical and psychosocial needs.

Chronic diseases also represented a substantial part of the clinic's work. Diabetes was the most common chronic medical condition, affecting approximately 36% of patients, followed by cardiovascular disease, chronic kidney disease and active cancer. Managing these conditions early is essential to reducing long-term complications while helping patients establish themselves in their new communities.

1,218 patients were seen at the Refugee and Asylum Seekers Clinic in 2025 – 2026

The changing geopolitical landscape continues to be reflected in the clinic's waiting room. While political instability has intensified in parts of West and Central Africa, the profile of newly arrived refugees has changed considerably, with notably fewer asylum seekers from Africa. They are no longer able to arrive via the dangerous migration route through the Darién Gap between Colombia and Panama. The great majority of new arrivals are now reaching Canada by air. The clinic has also seen a marked increase in Spanish-speaking patients, who now represent nearly half (48%) of the clinic's population. The ongoing care of refugees originating from African countries continue to represent an important part of the practice and account for approximately 40% of patients.

Each year brings new humanitarian crises, changing migration patterns and evolving healthcare needs. The QEHC Refugee Clinic continues to adapt to these changes while remaining committed to providing compassionate, comprehensive and trauma-informed primary care. Behind every statistic is a person or family rebuilding their lives, and it remains a privilege for our team to accompany them on that journey.



QE Medical Group

The QE Medical Group is the anchor tenant for the Queen Elizabeth Health Complex and is now one of the largest G.M.F.'s (Groupe Médecine Familiale) in Montreal. Now considered a "LEVEL 11" clinic, it is part of a group of satellite sites linked to the McGill University Health Center, which includes the Family Medicine Clinic, the Primary Care Clinic, the Roper Clinic and the Pediatric Clinic.

Furthermore, through an agreement with CIUSSS (Centre intégré universitaire de santé et de services

sociaux) Centre Ouest, another 13,075 visits from patients, who have no family physicians, were registered with the Urgent Care groups as Inscription Collective.

Some of the services offered at the clinic are casting, suturing, abscess drainage, catheter placements and blood tests.

QE Urgent Care Clinic

The Urgent Care clinic had over 25,000 patient visits. New physicians joining the team this year are Dr. Daniel Ince-Cushman and Dr. Vivian Camirard.

The Urgent Care Clinic also saw over 5,000 refugees in 2025-2026 and is pleased to have a new social worker added to the team.



How to get an appointment:

Non-registered patients can book appointments through R.V.S.Q. (Rendez-vous Santé Québec) on a link found on the Urgent Care website. A website link is also available for patients who are already registered with a family physician and wish to make an appointment with their physician.

 **The clinic is open 7 days a week, 365 days a year, from 8:00 a.m. to 8:00 p.m.**

- All medical services are covered by R.A.M.Q.



MUHC Family Medicine Clinic

A key part of the Primary Care Group, these physicians provide comprehensive health care to all ages and genders, managing acute and chronic illnesses, preventative care, women's health and health education services. Family Medicine physicians treat patients from infants to adults and serve as gatekeepers to specialized care.

The Clinic is also a teaching site for Family Medicine residents each year. **These residents receive valuable training and saw over 1,000 patients**, working closely with interdisciplinary teams (nurses, social workers, mental health therapists and other allied health professionals) to provide full-scope primary healthcare.



How to get an appointment:

- 🕒 Visits are Monday to Friday and are by-appointment only
- 📞 (514) 934-8080
- ✉️ muhc.familymed@gmail.com
- All medical services are covered by R.A.M.Q.

MUHC Primary Care Clinic

The Primary Care Clinic is the first point of contact for health concerns, physicals, diagnosing illnesses, managing chronic conditions and coordinating referrals to medical specialists.

The team also includes a nutritionist, a nurse practitioner, a social worker and a lactation consultant.

This year, we welcomed Dr. Mitchell Saklas to the team as well as a new social worker - Zoe Malinoff. Primary Care Physicians are:

- Dr. Kurt Jansen
- Dr. S. Tremblay
- Dr. K. Faustini
- Dr. E. Roszell
- Dr. K. Dahan
- Dr. I. Serwadda
- Dr. M. Saklas

How to get an appointment:

- 🕒 The clinic is on a by-appointment basis, Monday to Friday
- 📞 (514) 483-5101
- ✉️ qe.primarycare@hotmail.com
- All medical services are covered by R.A.M.Q.

The Pediatric Clinic

The QE Medical Group - Pediatric Clinic has been in practice since 2021. **There are approximately 5,035 patients registered to this group.** They offer newborn visits, breastfeeding clinics and well-baby care.

The clinic presently has the following Family Medicine physicians:

- **Dr. Flora Golyardi**
- **Dr. Cristina McHenry**
- **Dr. Emelia Hecht**
- **Dr. Hirmomi Tissera**
- **Dr. Anne Marie Monty**
- **Dr. Laura Haiek**

The Pediatrics Department at the Queen Elizabeth Health Complex is proud to reflect on another year of providing compassionate, high-quality care to children and their families in our community.



How to get an appointment:

- 🕒 The clinic is on a by-appointment basis, Monday to Friday
- 📞 (514) 489-0433
- ✉️ peditrics.qe@gmail.com
- All medical services are covered by R.A.M.Q.



Alternative Therapy



Achieve holistic health with alternative care providers in Montreal

Our unique model combines alternative care with Western medicine setting us apart from other private and public clinics in Montreal. We are home to numerous specialists and services in the area of alternative therapy.

What is alternative therapy?

Alternative therapies are often considered complementary to traditional medical treatments, and used in conjunction with them to provide more comprehensive health care.

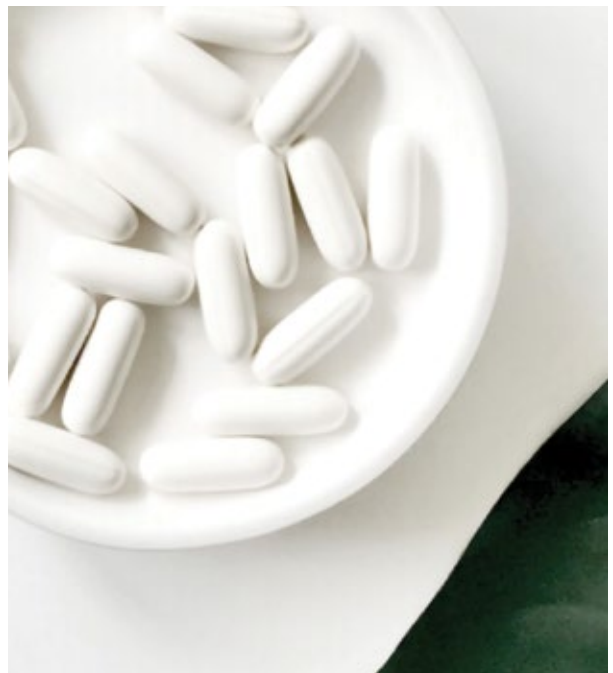
Alternative care encompasses a number of practices and therapies that fall outside the definition of traditional Western medicine. Centered on identifying and addressing the root causes of illness rather than simply treating symptoms, alternative care focuses on holistic health, recognizing that each person is unique and that their health concerns are often the result of a complex interplay of genetic, environmental, and lifestyle factors.

Holistic health services offered at the QEHC

We are home to highly specialized practitioners in areas including: acupuncture, chiropractic, homeopathy, massage therapy, naturopathy, reflexology, and more.

What is holistic health?

Holistic health is an approach to wellness that focuses on the whole person, taking into consideration their physical, emotional, social, and spiritual well-being. We believe that holistic health involves treating the whole person, not just their symptoms, and we are dedicated to providing personalized care that addresses the root causes of your health concerns.



Montreal Autism Center

The Montreal Autism Center provides specialized psychological services for children, adolescents, adults, and families seeking support around autism, ADHD, and related neurodevelopmental profiles. The clinic is staffed by two psychologists, and offers services in English, French and Russian. The approach is strength-based and practical, focusing not only on diagnosis but also on helping individuals, families, schools, and community partners better understand how an individual thinks, learns, communicates, and functions in daily life.

The clinic provides autism and ADHD (attention-deficit/hyperactivity disorder) assessments that are tailored to each individual's needs and typically include clinical interviews, developmental history, standardized assessment measures, and practical recommendations. Consultation and follow-up support help individuals, families, schools and other professionals understand assessment findings and implement meaningful supports in everyday settings.

In addition to serving individuals and families in the community and throughout Quebec supporting First Nations, the clinic also provides psychological services and consultation within correctional facilities and juvenile detention centres, supporting neurodevelopmental assessment, consultation, and recommendations for individuals involved in the justice system.

Clinic Snapshot

In the past year, the clinic has provided approximately 150 assessments and consultations, supported over 100 families or individuals, and collaborated with several schools, community organizations, physicians, youth protection agencies, and other public-sector partners. The clinic also continues to contribute to professional education through supervision, consultation, presentations, and university teaching. The clinic's lead psychologist also serves as a part-time professor at Concordia University, where he teaches courses with a primary focus on autism, ADHD, and other neurodevelopmental conditions.



Services at a Glance

- Autism and ADHD assessments
- Developmental and psychological consultation
- Parental and familial guidance
- School and community consultation
- Psychological services and consultation for individuals in correctional facilities and juvenile detention centers
- Recommendations for educational, workplace, and community accommodations and support
- Support around anxiety, emotional regulation, executive functioning, and social communication
- Professional consultation, supervision, and training for organizations and service providers

How to Request an Appointment

You may contact the clinic directly to inquire about services. Referrals may also come from physicians, schools, community organizations, social workers, youth protection agencies, or other professionals. The first step is a brief intake meeting to understand the reason for referral, the individual's needs, and whether the clinic is the appropriate service. For urgent mental health concerns or immediate safety issues, individuals should contact emergency services, a crisis line, or their local health-care provider.

How to get an appointment:

- 📍 Montreal Autism Center at the Queen Elizabeth Health Complex (2100 Marlowe Avenue, Montreal, Quebec H4A 3L5).
- ☎ (514) 369-2688 • Fax: (514) 369-2618
- ✉ erwin.neumark.psychology@gmail.com



Neuropsychy Sanitas Clinic

A Pillar of Integrated Care at the QEHC

The Mission

To support the cognitive and psychological well-being of the community through rigorous, compassionate neuropsychological assessment/intervention and psychotherapy. As an integrated service within the Queen Elizabeth Health Complex (QEHC), this clinic strengthens the organization's holistic, community-based healthcare model.

Impact in Numbers

(Since the clinic's foundation in Sept. 2023)

- 3,031 appointments completed since the opening.
- 466 unique patients supported, aged 6 to 84 (including 181 over the past year).
- 111 comprehensive neuropsychological assessments completed (including 54 this year).
- 1,175 psychotherapy sessions delivered (including 557 this year).
- 108 years of combined, complementary clinical expertise within the team.

The Services & Expertises

The strength lies in the synergy of their team of 4 neuropsychologists and 2 psychologists, ensuring unique continuity of care to treat:

- Neurodevelopmental & Learning Disorders: ADHD (attention-deficit/hyperactivity disorder), learning disabilities, autism.
- Neurological Conditions: Concussions, neurocognitive disorders (dementia).
- Mental Health & Adjustment: Burnout, anxiety, depression, PTSD (post-traumatic stress disorder), OCD (attention-deficit/hyperactivity disorder),



Key Achievements of the Year

- Holistic & Swift Care: A model combining precise assessment and immediate intervention to drastically reduce wait times and facilitate interprofessional communication.
- Optimizing Access: Launch of free 15-minute triage consultations by Dr. Selma Greffou to efficiently guide clients based on real needs.
- Modernization & Expansion: Renovation of a 3rd office, acquisition of updated iPad/online psychometric tools, and arrival of a Clinical Coordinator to manage growing referral volumes.

Synergy Within the Complex

The integration into the QEHC fosters an interconnected healthcare ecosystem:

- Service Corridors: Seamless intake of clients referred by other QEHC professionals and its website.
- Institutional Roots: Trusted relationships with the Ordre des Psychologues du Québec and the local network (word-of-mouth).

Outlook: Community Projects

- Group Therapy: Launching specialized support groups for ADHD, anxiety, and stress management.
- Public Workshops: Educational sessions open to the community with a voluntary contribution model.



How to get an appointment:

- Visit www.neuropsychsanitas.ca
- QEHC Suite 343
(2100 Marlowe Ave, Montreal, Qc H4A 3L5).

Thank You to Our Board Members

“Service to others is the rent you pay for your room here on earth”

Muhammad Ali

The efforts of our Board of Directors play a pivotal role in the success of the QEHC. This year we welcomed Joelle Malek to our Board of Directors.

We look to the guidance and support of this incredible multi-disciplinary team when setting goals for the year and are grateful for the incredible amount of time and effort they put in as our ambassadors. We are fortunate to have these passionate volunteers who go above and beyond to support our mission. Their enthusiasm and innovative ideas help us set new standards for excellence and is inspiring to others. Their contributions are critical to achieving our goals and we are excited about the opportunities which lie ahead.

Thank you to all of them for their unwavering passion, support and dedication!



Joanne Mastro
President



Henry Rosenblum
Treasurer



François Landry
Secretary



Reynold Del Papa
Vice-President



David Birnbaum
Second Vice-President



John McKay
Member



Dave McKenzie
Member



Richard Myron
Member



Anastasia Roumbas
Member



Joelle Malek
Member

Salle de conférence
MIRIAM GREEN
Board Room



Miriam Green
Past-President

This year we said goodbye and thank you to past-President Miriam Green. Miriam inspired us all by dedicating over 20 years of service to our Board of Directors, with over 15 years in the role of Board President. We are truly grateful for her willingness to lend her expertise to our cause. Volunteers like Miriam who bring skills and a passion for making a difference, are the backbone of our organization. We thank Miriam for her exceptional contributions and her continued involvement in the QEHC.

Board Committees

Officers

President, Joanne Mastro

Vice-President, Reynold Del Papa

Second Vice-President, David Birnbaum

Treasurer, Henry Rosenblum, CPA

Secretary, François Landry

Assistants to the officers

Assistant Treasurer, Mario Pelletier, CPA
QEHC Chief Accountant

Assistant Secretary, Anna Strizzi

Executive Committee

President, Joanne Mastro

Vice-President, Reynold Del Papa

Second Vice-President, David Birnbaum

Treasurer, Henry Rosenblum, CPA

Secretary, François Landry

Ex officio: Irene Tschernomor,
QEHC Executive Director

Nominating Committee

President, Joanne Mastro

Member, Anastasia Roubas

Ex officio: Irene Tschernomor,
QEHC Executive Director

Finance Committee

Henry Rosenblum, CPA (Chair)

Reynold Del Papa

Richard Myron

Ex officio: Irene Tschernomor,
QEHC Executive Director
GUEST: Mario Pelletier, CPA, QEHC Chief Accountant



Marketing and Communications Committee

Anastasia Roubas

Anna Bedic (Marketing Coordinator)

Dave McKenzie

David Birnbaum

François Landry (Chair)

Joanne Mastro

John McKay

Lorena Rosatone (Imaging Manager)

Mario Pelletier, CPA (QEHC Chief Accountant)

Ex officio: Irene Tschernomor,
QEHC Executive Director
GUEST: Elaine Lalonde (Global Philanthropic)

Building Committee

Vacant (Chair)

François Landry

Henry Rosenblum, CPA

Ex officio: Irene Tschernomor,
QEHC Executive Director
GUEST: Jillali Aaquil, QEHC Site Manager

Administration Team



Irene Tschernomor
Executive Director & CEO



Anna Strizzi
Assistant to ED & Human Resources



Anna Bedic
Marketing Coordinator



Mario Pelletier
Chief Accountant



Lorena Rosatone
Imaging Manager

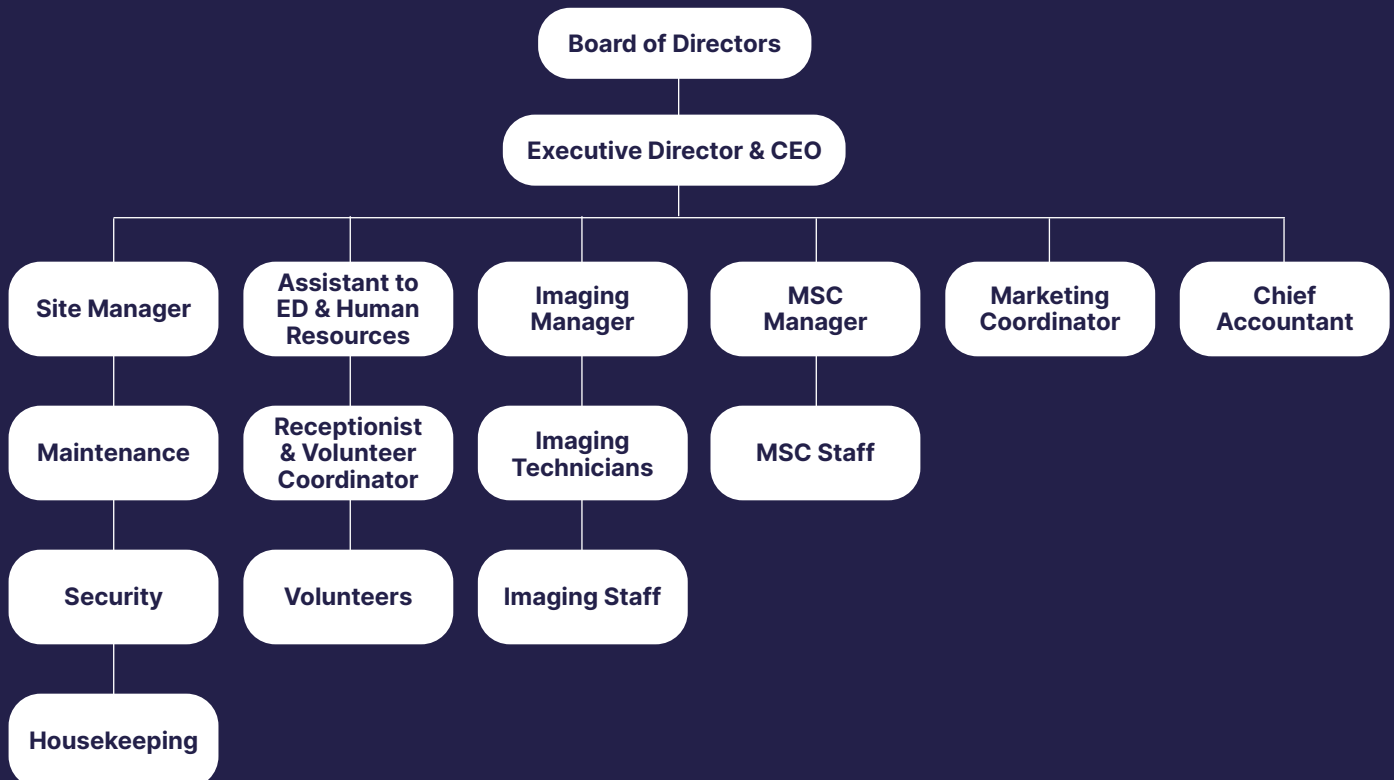


Victoria Naday
MSC Manager



Jillali Aaquil
Site Manager

Organizational Chart



Statement of Financial Position

Centre-West Community Health Corporation

As of March 31, 2026

	2026	2025
	\$	\$
Assets		
Current		
Cash	272,680	179,500
Accounts receivable	183,519	168,756
Prepaid expenses and deposit	164,696	162,384
	620,895	510,640
Property and equipment	5,089,612	5,171,190
	5,710,507	5,681,830
Liabilities	\$	\$
Current		
Accounts payable and accrued liabilities	465,379	424,673
Rent paid in advance	26,291	50,602
	491,670	475,275
Deferred contributions (Assets supported by the Foundation)	1,829,934	1,832,811
	2,321,604	2,308,086
Net assets	\$	\$
Unrestricted	3,388,903	3,373,744
	5,710,507	5,681,830

Statement of Operations

Centre-West Community Health Corporation

For the year ended March 31, 2026

	2026	2025
	\$	\$
Revenues		
Rental	1,835,512	1,765,093
Imaging and medical	1,277,280	1,260,435
Parking	404,957	344,758
QEHC Foundation	30,305	64,304
Amortization – deferred contributions related to property and equipment	272,471	222,352
Other	347,620	286,163
	4,168,145	3,943,10
Expenses	\$	\$
Administration	619,861	602,555
Imaging and medical	1,467,396	1,402,616
Site occupancy costs	1,737,127	1,616,211
Amortization – property and equipment	328,602	303,802
	4,152,986	3,925,184
Deficiency of revenues over expenses	15,159	17,921

The Queen Elizabeth Health Complex Foundation contributed an additional \$301,000 for Queen Elizabeth Health Complex (\$269,000 for capital needs, \$32,000 for communications and clinical services).

The QEHC Foundation

Together, we Strengthened Community Healthcare

Thanks to the generosity of our donors, volunteers, sponsors and community partners, the **Queen Elizabeth Health Complex Foundation** invested **more than \$515,978 in better healthcare this year**. Every gift helped improve patient care, modernize equipment, enhance our facilities and ensure that exceptional, community-based healthcare remains accessible for generations to come.

\$515,978 invested in patient care and equipment

\$121,878 contributed by our Circle of Governors

\$68,000 net raised at Under the Tuscan Sun

150+ guests at our signature fundraising event

Our Mission

The Queen Elizabeth Health Complex Foundation supports the Queen Elizabeth Health Complex, a unique non-profit healthcare facility operating without government funding. Together with our donors, we help ensure exceptional healthcare remains available to our community.

Strong Leadership for the Future

We were delighted to welcome Victor Rodriguez D'Alesio and Rebecca Murray to our Board of Directors. We also thank Chair John MacDonald and our returning Board members for their continued leadership, generosity and commitment.



20th annual Under The Tuscan Sun: Celebrating a Legacy of Giving

More than 150 guests gathered to celebrate generosity in action while honouring longtime QEHC champion Domenico D'Alesio. Thanks to our sponsors, donors, volunteers and guests, the evening generated \$68,000 in net proceeds to strengthen patient care.

A Community Effort

This success belonged to an extraordinary team of volunteers, Board members and staff whose dedication transformed generosity into better healthcare. Special thanks to our organizing committee, Foundation staff, Air Canada Foundation for the raffle prize, and our wonderful Master of Ceremonies, Natasha Hall.



Élaine Lalonde
Fundraising Consultant



Alexandra Goldbloom
Coordinator

Your gifts at work

- Warren Allmand Waiting Room renovation
- New Bone Density Machine
- Exterior building improvements
- Communications initiatives connecting patients to care

Thanks to another exceptional year of fundraising, the Foundation invested more than \$515,978 in critical equipment, facilities and programs that improve patients' lives every day.

The Future is Bright at the Queen Elizabeth Major Campaign Celebrating Seven Years of Transformational Giving

This year marked the successful conclusion of our seven-year major campaign. Despite the challenges of the pandemic, our community demonstrated extraordinary generosity, securing more than \$3.2 million in transformational gifts and an additional \$425,000 in new pledges this year.

Thank you to every donor, volunteer, Board member and partner who helped build a stronger Queen Elizabeth Health Complex.



Special Recognition

- Doggone Foundation
- Hewitt Foundation
- Rossy Foundation
- Birks Family Foundation
- Fondation du Grand Montréal
- Fondation Luc Maurice
- R. Howard Webster Foundation
- Power Corporation of Canada

Looking Ahead

Every patient who walks through our doors benefits from a community that believes healthcare matters. Together, we are doing far more than raising funds we are improving lives, expanding access to care and building a healthier future.

Circle of Governors

The Circle of Governors recognizes donors who contributed \$250 or more during the year. Together they invested \$121,878 in accessible community healthcare. **A thank you to all!**

Adourian Family Fund
Heather Aldridge
Elizabeth F. Anglin
Richard Ascroft
Julie Bain
Philip Belec
François Belzil
Alexander Bernstein
Joanne Bessette
Raphaëlle Bielot
The Birks Family Foundation
John Blachford
James & Diana Bouchard
Richard Brabander
Gloria Brathwaite
James & Elizabeth Brierley
Doris Bristol
Michael Bronstetter
Christina Brown Stuart
Maxime Brunet
Roderick Budd
Rosa Buscemi
Patrizio Quirino Cardarelli
Paul Casullo & Maria Galati Casullo
Louise Chalmers
Paul Cheng
Gil Cimon
Sandy Cochrane &
Lynne Brodrick Cochrane
Joy Cooke
Bernard Creighton
Vincenzo Cristiano
Robert Croskey
Claude David
Lennox De Silva
Carla Di Gironimo
Carole Di Palma
Barbara Duchesne Roubert
Brian Dunn
Kathleen Dunn
Peter Dunn
Roland Egger
Tony & Kathie Fagnoli
Fondation Luc Maurice
Raffaele Fragomene
Rachel Fraser
Dr. Allannah Furlong
Paulette Gallant
Marie-Laure Gayet Guillard &
Xavier Guillard
Helmut Gebel
Loretta Giannetti
Alan Greenberg
James Griffin
Clara Gutsche
John Handiak
Mayssaa Hanna -
Pharmaprix Vendôme
Michael St. B. Harrison

Richard & Susan Hart
John Harvie
Rod Hayes
Paul Horvath
Mariko Imanaka
Sarah Ivory
J.E. Hanger
Kurt Jansen
Gail Jarislawsky
John A. Hallward Fund
Skip & Stéphanie Kerner
Daisy Khoo-Marleau
Christopher King
Catherine Kudo
Nicole Lacombe
David Laidley
Élaine Lalonde
Francois Landry
Yves Langlois
Janet Lavigueur
Antonio Lecchino
Julie Leduc
Linda Leith
Les Entreprises Ventec
Anita Leung
Michael Levinson
Donald Lewis
Jane Litwack
James Luck
Vanessa Lue Shue
John MacDonald
Barbara Mackenzie
Sophie Madon
Tilly Mandel
Joanne Mastro
Sharon McAlear
George McArthur
Marie McDevitt Coupal
Sally McDougall
Desirée McGraw
John McKay
Dave McKenzie
George McKenzie
Michael McMaster
Kathy McShane
Dany Meloul
Christina Miller Entreprises Inc.
Margaret Moloney
Eric & Jane Molson
Stephen & Nancy Molson
Jean-Pierre Monchalin
Eva Morin
Josette Murdock
Rebecca Murray
Richard Myron & Louise Phelan Myron
Catherine Nahas Haber
Newton Foundation
Delia Nother
Emmanuel Nyahoho

Penelope Anne Packard
The Lillian & Leroy Page Foundation
Mimi Parent
Geoffrey Parsons
Fondation Patrice-Drolet
John J. Peacock
Dominic Pedicelli
Virginia Penhune
Klaus Petat
Michèle Phelan
David Pickrell
Ron H. Pilon
Maria Rita Pistorello
Ben A. Pope
Caroline Price & Julian Elliot
Cynthia Price
Douglas Reynolds
Henry Rosenblum
Brian and Alida Rossy
Family Foundation
Anastasia Roumbas
Richard Rowland
Edith Savard
Lucien Savard
Chrysanthia Sclavounakis
Constance Scully
Marie-Claire Simoneau
Thambiah & Jegatheswary
Sivathondan
Carol Smith
Diana Spencer Yanuska
Jeeja Srikant
Joan Stadelman
Howard Sterling
Sonia Struthers
Jean Stutsman
John Taylor
The Alvin Segal Family Foundation
The Mireille and
Murray Steinberg Foundation
Daniel H. Tingley
Irene Tschernomor
Karen Tucker
Mahalia Verna
Claude Villemagne
Bonnie Wagner Nobel
Robert Walker
Deng Wang
Joan Weissman
The Jonathan &
Susan Wener Family Foundation
Robert C. Wilkins
Maryann Wintoniak
Jane Lai-Chun Wong
Nancy Wright
Yuk Yu Yam
Debbi-Lee Zemnickis



Art for healing
foundation



The **Art for healing foundation** transforms hospitals and other healthcare institutions into inspiring, welcoming spaces through art.

From one end of the **Queen Elizabeth Health Complex** to the other, numerous works by artists, such as **Nicolas Ruel, Susan G. Scott** and **Marie-Danielle Leblanc**, beautify the hospital.



Complexe de santé
Reine Elizabeth
*Queen Elizabeth
Health Complex*

Looking Ahead

It's Our Anniversary!
30 Years in the Making
1996 - 2026

The Queen Elizabeth Health Complex is looking forward to celebrating its 30th anniversary in the coming year. We have so much to celebrate as QEHC started with a simple dream 30 years ago.

We would not be here 30 years later without our wonderful team of staff, tenants, volunteers, donors and the QEHC Foundation, and we look forward to celebrating this milestone with all of them in the coming year.



qehc.org