



CHSSN'S INFO-LINKS FOR RESEARCHERS INTERESTED IN ADDRESSING THE TOPIC OF IMPROVING THE HEALTH AND WELL-BEING OF ENGLISH-SPEAKING MINORITY COMMUNITIES IN QUÉBEC**2nd EDITION: April 2012****Greetings:**

This is the second edition of the CHSSN'S *INFO-LINKS* for researchers interested in addressing the topic of improving the health and well-being of English-speaking minority communities in Québec.

When you received the first edition in January 2011, you expressed interest in continuing to inform colleagues and be informed of research projects, studies, and analyses underway regarding the health and well-being of Québec's English-speaking people and communities.

INFO-LINKS' 2012 objectives remain the same: 1) promote the sharing of information conducive to the development of research projects, studies, and analyses on the health determinants and the specific needs of English-speaking minority communities; and 2) publicize current research activities by the group of researchers involved in studying the health and well-being of Québec's English-speaking people and communities. The CHSSN hopes that this communication tool will promote the transmission of newly acquired knowledge to researchers, clinicians and other stakeholders addressing the topic of improving the health of official language minority communities (OLMCs).

In this second INFO-LINKS, we have kept the same columns: 1) CHSSN products, research reports, and publications; 2) current research activities; and 3) recent news.

Column 1: CHSSN products, research reports, and publications

The following is a list of documents available on the CHSSN's Web site, CHSSN Document Center tab, produced by the CHSSN with the goal of enhancing knowledge of Québec's English-speaking communities. Consulting them is easy; they may be helpful with your current or future projects.

Links to CHSSN material:

http://www.chssn.org/En/Visible_Minorities_Profiles.html

Profiles of Black communities in Montreal by CSSS territory (English Only)

http://www.chssn.org/En/pdf/Baseline_Data_Report_2011-2012.pdf

Baseline Data Report 2011-2012- Visible Minority Socio-Economic Profiles by Health Region (English only)

http://www.vdocshop.com/doc/freelancer/jga-437chssn_tabloid_eng_webhr/2011052601/#0

Conference Newsletter for March 2011 Conference EXCHANGE SESSION

http://www.vdocshop.com/doc/freelancer/jga-437chssn_tabloid_fr_webhr/2011053001/#0

Bulletin d'information sur le colloque SESSION D'ÉCHANGES mars 2011

New Translations into French:

http://www.chssn.org/fr/docs/Socio-eco_profiles_2010.pdf

Socio Economic Profiles of Baseline Data Report 2010-2011 English-language Health and Social Services Access in Quebec

For more information, please contact:

Jennifer Johnson, Executive Director

CHSSN/RCSSS

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Column 2: Current research activities

INSPQ: From 2009-2013, the CHSSN will invest \$2 million from Health Canada in the Enhancing Knowledge initiative of the INSPQ project. This initiative is led by a tripartite committee of representatives from the CHSSN, the Ministère de la Santé et des Services sociaux, and the INSPQ. The INSPQ project focuses on enhancing knowledge about the *health status and well-being of English-speaking people in Québec*. Three priorities have been set: 1) acquiring more knowledge on the health status of English-speaking people in Québec; 2) analyzing and evaluating the adaptation of health and social services to the situation of English-speaking communities; 3) community development. Preliminary results were presented at the CHSSN conference in March 2011 and at the ACFAS conference in May 2011. An initial publication on health personnel speaking English was released in fall 2011(1) and an article on the life expectancy gap between Anglophones and Francophones was published in January 2012 in the *European Journal of Epidemiology*(2). Publications planned for 2012 will address the use of the language variable in administrative databases to analyze health on a linguistic basis, an indicator of access to health care services (preventable mortality), and the socio-economic situation of Québec's Anglophone minority. Upcoming work will analyze general mortality, birth outcomes, and health surveys, with a literature review of practices in the area of access to health care services in multilingual and multicultural contexts being conducted concurrently. Lastly, six Québec Anglophone communities continue to be supported and assisted in the context of a healthy community approach, and a profile of these communities is currently being developed in close collaboration with the communities themselves.

All interested researchers are welcome to contact us:

Normand Trempe

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(1) You can also consult the INSPQ (Institut national de santé publique du Québec) document entitled [Knowledge and Use of the English Language by Healthcare and Social Service Professionals in Québec](#) on the CHSSN.org site.

(2) Nathalie Auger • Sam Harper • Amadou D. Barry • Normand Trempe • Mark Daniel, 2011, Life expectancy gap between the Francophone majority and Anglophone minority of a Canadian population, **European Journal of Epidemiology**, Affiliated to the European Epidemiology Federation, ISSN 0393-2990, Eur J Epidemiol, DOI 10.1007/s10654-011-9644-8, Received: 5 May 2011 / Accepted: 16 December 2011, Springer Science+Business Media B.V. 2011

SUZANNE HARRISON. Ms. Harrison is assistant professor at the Nursing School, Faculty of Health Sciences and Community Services, Université de Moncton, New Brunswick. During her sabbatical year (2011-2012), in collaboration with Suzanne Dupuis-Blanchard, PhD, she conducted a study in Québec and the Maritimes exploring the specific contribution of School and Community Centres (SCCs) in the Maritimes and Community Learning Centres (CLCs) in Québec to the improved well-being of seniors in eight aspects of life.

The study's design features two components: 1) a *descriptive and comparative component* (quantitative), conducted in Francophone SCCs through a questionnaire distributed to families with preschool- and school-aged children to study the extent to which they live in French when accessing services or taking part in activities in various aspects of life; 2) a *qualitative descriptive component* conducted through interviews with the directors of the community component of the SCCs, focus groups with seniors, and the consultation of documents that could be informative to the study; this with the goal of exploring the contribution of SCCs to the improved well-being of seniors.

An official list of the targeted SCCs was provided by Canadian Heritage, which is funding a major part of the costs associated with conducting the study. Canadian Heritage also included on its list **four Anglophone minority communities from Québec** where there are CLCs. Although CLCs are similar to SCCs, they are in a more embryonic state, the initiative having emerged just four years ago, while SCCs have existed elsewhere in Canada since 1978. The list of SCCs/CLCs targeted for the study, including details regarding the research activities involved during the visits, is presented in **Table 1**.

Table 1: List of the SCCs/CLCs visited with details on the research activities involved.

Name of the SCC/CLC	Location	Date of the visit	Research activities involved			Comments
			A	B	C	
	Newfoundland					
Sainte-Anne SCC	St. John's	11/2010	√	√	√	
Des Grands Vents SCC	Port-au-Port	11/2010	√	√	√	
	Québec					
Québec High School CLC	Québec	12/2010		√	√	
Eaton Valley / Pope Memorial CLC	Bury	12/2010		√	√	
Gaspé Elementary CLC	Gaspé	01/2011		√	√	
St. Willibrord CLC	Chateauguay	03/2011		√	√	
	Ontario					
Desloges CLC	London	05/2011	√	√	√	
Kingston Cultural	Kingston	05/2011	√	√	√	

Centre						
Kingston CLC	Mississauga	-				Permission to approach the SCC not granted
	Manitoba					
Aurèle-Lemoine SCC	Saint Laurent	04/2011	√	√	√	
Léo-Rémillard SCC	Sainte Vitale (Winnipeg)	04/2011		√		Accepted interview with school administration only
	Saskatchewan					
Carrefour Fransaskois	Prince Albert	-				Visit planned, but refused by the Board of Directors after the sudden departure of the person in charge of the community component
	Alberta					
Centre Nouvelle Frontière	Grande Prairie	-				Permission to approach the SCC not granted
Centralta	Legal	05/2011	√	√		Seniors not available, harvest time
Plamondon SCC	Plamondon	05/2011	√	√	√	
St. Paul SCC	St. Paul	05/2011	√	√	√*	Interview with one senior only
Cité des Rocheuses	Calgary	05/2011	.	√	√*	Interview with one senior only, questionnaire not distributed by school administration (too many things at end of school year, questionnaire distributed end of May)
	British Columbia					
Club Bon Accueil	Powell River	05/2011	√	√		Unable to organize focus group during the visit

Legend: A = Questionnaire sent home in the child's backpack, B = Interview with the person in charge of managing the community component, C = Focus group with seniors aged 55 and over.

Among the results obtained when the data gathered from those aged 55 and over (n = 107) was analyzed, it was interesting to discover that Anglophones living in a minority situation in both urban and rural regions face challenges similar to those of their Francophone senior counterparts outside Québec. All actively seek to maintain an optimal state of well-being, all face challenges obtaining health care services in their language, and all listed various examples of the contribution of their SCC or CLC to their enhanced state of well-being and overall health (ex. various courses, social, cultural, and recreational activities). Nonetheless, their specific challenges can vary immensely from one community to another. For example, in urban settings, the challenge is to find members of the minority community and get them involved, whereas in rural settings, people know one another, but at times it's difficult to offer activities due to the lack of experts who speak the minority's language. More details regarding the analysis and interpretation of the data gathered will be presented in the report to be submitted to Canadian Heritage in spring 2012. For more information, contact Suzanne Harrison: suzanne.harrison@umoncton.ca.

JOANNE POCOCK. Ms. Pocock is a sociologist by training. She is adjunct researcher at Carleton University in Ottawa and research consultant. In 2011-12, she continued collaborating with the CHSSN. The resulting products include:

CHSSN Baseline Data Report for 2011-2012 *Socio-Economic Profiles of the English-speaking Visible Minority Population by Quebec Health Region*. Based on data from the 2006 Census of Canada.

CHSSN Baseline Data Report 2010-2011 *English-language Health and Social Services Access in Quebec*. Based on data from 2010 CHSSN-CROP Survey on Community Vitality

CHSSN 2011 *Access to Health and Social Services. A Comparison of French and English language CHSSN-CROP Survey Samples*. Based on data from 2010 CHSSN-CROP Survey of Community Vitality. A companion report to the Baseline Data Report 2010-2011.

CHSSN October 2011. *A Profile of Mental Health Challenges in Quebec Context*. Information on psychological distress and poor mental health drawn from the Quebec Social and Health Survey. Presented in Montreal October 2011 at the Mental Health Forum.

These studies are available on the CHSSN Web site: www.CHSSN.org. Ms. Pocock may be contacted by e-mail: Joanne_Pocock@hotmail.com.

NORMAN SEGALOWITZ: Mr. Segalowitz, from Concordia University and the Centre for the Study of Learning and Performance (CSLP), leads an eight-member team of multidisciplinary researchers from the four Montréal universities. Their work is focusing on linguistic barriers to equal health care access for linguistic minority communities (H-CALM: Health-Care Access for Linguistic Minorities). This research is part of a McGill University language training project funded by Health Canada. He also leads a team of four researchers from Concordia and McGill in a project entitled "Talking about pain" (CRSH) that is examining nurse-patient communication when the communication takes place in the nurse's second language. For further information, please contact Norman Segalowitz at norman.segalowitz@concordia.ca.

JAN WARNKE. Mr. Warnke is a geographer by training. He is a research consultant with J W COMM INC. (geomarketing), instructor at Champlain-St. Lawrence College, and doctoral candidate at Université Laval. In 2011-2012, Mr. Warnke led a number of activities concurrently, as the list below indicates:

1) On June 27, he gave a presentation to the PLRS (Programmes locaux et régionaux de santé) international conference on OLMCs' experience accessing local services (<http://www.plrs-ottawa2011.com/Ottawa.html>) entitled "Modèle d'information géographique multiniveaux pour les populations CLOSM (communautés de langue officielle minoritaire)" (multilevel geographic information model for OLMC (official language minority community) populations. Jan WARNKE, Université Laval, CANADA, & Louise BOUCHARD, Université d'Ottawa, CANADA

2) In March 2011, he obtained a grant from the *Training and Retention of Health Professionals Project – McGill University* for a comparative study of health professionals in Québec and the rest of Canada with capacity in the minority language. Lead researcher: Marie-Hélène Vandersmissen, Université Laval. Co-researchers and collaborators: Louise Bouchard, Université d'Ottawa, Jan Warnke, Université Laval. **Title: "Québec Health Professionals with linguistic capacity and Official Language Minority Communities in Québec: A comparative analysis with the rest of Canada."** The objectives of the research are to identify, describe and differentiate the Québec OLMC population characteristics at local (CSSS) and regional (RSS) levels from the situation of OLMC populations in the rest of Canada. It has been documented in numerous sources that there are considerable variations that distinguish the Official Language Minority Communities in Québec and outside Québec in their potential access to health services (Bouchard, Gaboury et al. 2009). A previous detailed study (Pocock and Warnke 2010) indicated considerable variation in health determinants across the communities in Québec but no comparison has been made to identify the commonalities and differences between the two populations in Canada. The potential supply of health service professionals and the potential demand from the Official Language Minority Communities (OLMC) will be analysed through three critical parameters that have been identified as determinants of health care access in numerous models (Connor, Kralewski et al. 1994; Khan and Bhardwaj 1994; Andersen 1995).

3) He made a presentation on the geographical aspect of the distribution of OLMCs in Québec to the team of INSPQ researchers on July 12, 2011. **Title: “Répartition géographique des segments de population linguistique et le SIG : Établir les fondements pour l’analyse de la santé des populations”** (geographical distribution of segments of the linguistic population and the geographic information system: establishing the groundwork for analyzing the health of populations).

4) He participated in the PCH Symposium on OLMCs (CANADIAN SYMPOSIUM ON OFFICIAL LANGUAGES RESEARCH) held in Ottawa, August 31 and September 1, 2011 and presented a poster on health professionals at the Statistics Canada lecture: **“L’Équité d’accès de la population CLOSM aux soins de santé dans les bassins de points de service de santé primaire / Equity in Access of the OLMC to Health Services in Primary Health Care Service Areas.”**

5) He also presented a poster on visualizing health professional and OLMC disparities at the local level at the spatial epidemiology conference GEOMED 2011 in Victoria, British Columbia, from October 19-22, 2011. **Title: “A Pilot Decision Support Framework for Visualizing Geographic Access to Health Services of Official Language Minorities in Health Service Basins in Ontario and Québec.”**

6) He presented maps and a spatial analysis to students in the Champlain-St. Lawrence College course Psychology, Society and Health on February 9, 2012. **Title: “Minority Health Access & Health Outcomes: What Does Geography Have to do with it? The Context of the Official Language Minority Community in Canada and Selected Provinces.”**

7) He also presented a lecture on the comparative disparities of OLMCs outside of Québec and OLMCs in Québec at the Association of American Geographers annual conference in New York, on February 25, 2012. **Title: “Disparities in Health Access of the French Linguistic Minority Population in Canada.”**

8) Not to be forgotten is his own training in the spatial analysis of minorities at the University of Arizona (Phoenix) in early December 2011.

For additional information, contact Jan Warnke: jwarnke@total.net.

MCGILL UNIVERSITY – Training and Retention of Health Professionals Project. The McGill Training and Retention of Health Professionals Project, led by Principal Investigator, Andre Costopoulos, includes a research component to help achieve its overall mission of rendering health care services more accessible to English-speaking Quebecers for whom potential language barriers exist. The Research Development Program funds a wide range of research projects within five research themes: Identifying Inequalities in Health; Equitable Distribution of Health Professionals; Improving Access to Health and Social Services and; Development of Second Language Training for Health and Social Services. For more information on the Research Development Program, please visit: <http://www.mcgill.ca/hssaccess/trhpp/research>.

TRHP Project Activities

1) Access to Health Care: The Impact of Language Barriers – May 9, 2012

In February 2011, the McGill Training and Retention of Health Professionals Project (TRHP) launched a call for proposals that led to the funding of 12 research projects. The purpose of the upcoming Poster Session is to provide researchers funded through the Research Development Program the opportunity to share the findings of their research projects with fellow researchers and invited guests from community networks and research communities dedicated to issues on language barriers in health care. The event will consist of several oral presentations in a given hour, followed by short Q & A periods and a poster viewing period. Posters boards will be up for the full day.

For descriptions of the projects, visit: <http://www.mcgill.ca/hssaccess/trhpp/research/projects>.

Date: Wednesday, May 9th, 2012 Time: 9:00 a.m. to 3:30 p.m.

Location: [Hyatt Regency Montreal](#), 1255 Jeanne-Mance (corner Ste-Catherine West), Ovation Room, Level 5

Space is limited. Please complete your registration by Friday, May 4, 2012. To register, visit:

<https://www.surveymonkey.com/s/Registration-Inscription>

2) Health Care Access for Linguistic Minorities (H-CALM) Research Team

The Training and Retention of Health Professionals Project's (TRHP) overall mission is to contribute to Quebec's initiative to ensure health care delivery is accessible to English-speaking Quebecers for whom potential language barriers exist. To this end, the Health Care Access for Linguistic Minorities (H-CALM) research team was formed in 2005 to play a key role in building the foundations of the existing Research Development Program. The team is mainly dedicated to improving language training in order to ensure there is effective English communication between English-speaking Quebecers and personnel in the health and social services network. The H-CALM research team is funded by the TRHP and will present their findings at the Poster Session on March 22, 2012.

The H-CALM team is composed of 12 members from 5 universities.

Concordia University: Norman Segalowitz, H-CALM Director, Associate Director of the Centre for the Study of Learning and Performance (CSLP) and Professor of Psychology, Elizabeth Gatbonton, Associate Professor in Education, Andrew Ryder, Assistant Professor of Psychology and founding member of the Centre for Clinical Research in Health, and Pavel Trofimovich, Associate Professor of Applied Linguistics in the Department of Education.

McGill University: Antonia Arnaert, Associate Professor at the School of Nursing and a faculty member of the McGill Programs in Whole-Person Care, Beverly Baker, faculty lecturer in the Department of Integrated Studies in Education, Marcia Beaulieu, Director of McGill's Bachelor of Nursing (Integrated) Program, Eva Kehayia, Scientific Director of the Centre for Interdisciplinary Research in Rehabilitation of greater Montreal (CRIR)

and an Associate Professor in the School of Occupational Therapy, and Carolyn E. Turner, Associate Professor in the Department of Integrated Studies in Education.

Université de Montréal: Michel D. Laurier, Professor in Measurement and Evaluation in Education

Université du Québec à Montréal (UQÀM): Henrietta Cedergren, Honorary Professor in the Department of Linguistics

Université du Québec à Chicoutimi (UQAC): Leif French, Associate Professor of Applied Linguistics and Teaching English as a Second Language (TESL)

3) Publications on Language Barriers in Health Care

H-CALM members, Norman Segalowitz and Eva Kehayia, edited a special issue of the Canadian Modern Language Review dedicated to language barriers in health care. In this edition, they published "[Exploring the determinants of language barriers in health care \(LBHC\): Toward a research agenda for the language sciences](#)". The article proposes a research agenda aimed at generating interest in the study of language barriers in health care among general language researchers.

Henrietta Cedergren, an H-CALM member, also published an article in the special issue of the Canadian Modern Language Review, "[Automatic Speech Recognition for CALL: A Task-Specific Application for Training Nurses](#)". Henrietta is being funded for the development of the Virtual Language Patient, a tool that will assist French-speaking personnel in improving English-speaking skills through automatic speech recognition. The tool responds, with a video-clip, to the content of a learner's inquiries, while providing feedback on pronunciation accuracy.

For more information on the Research Development Program or project activities, please e-mail Melissa Bahamonde at melissa.bahamonde@mcgill.ca

Column 3: Recent news

Canadian Institutes of Health Research Official Language Minority Communities (CIHR-OLMC) Consultative Committee: CIHR-OLMC

Consultative Committee Co-Chair Louis Hanrahan has informed us that in fall 2011 the Committee adopted a second strategic plan with the goal of pursuing its mission to enhance knowledge pertaining to the health of official language minority communities (OLMCs) as well as research capacity in this regard. At the same time, the Committee learned of the intention of the Canadian Institutes of Health Research (CIHR) to end the OLMC initiative, due to the reorganization of its priorities. Committee members along with OLMCs from across Canada are currently stressing the importance of maintaining the initiative. They are responding that it would be to the CIHR's advantage to continue to pursue the

measures foreseen in the proposed strategic plan and thus continue to fulfill its obligations to OLMCs in the same exemplary fashion as it has done since 2004.

For further information, contact Louis Hanrahan, Director General, Saint Brigid's – Jeffrey Hale Hospital, Québec's Anglophone minority representative, Committee Co-Chair: louis.hanrahan@ssss.gouv.qc.ca or consult the site www.irsc-cihr.gc.ca, cihr-olmc.

Office of the Commissioner of Official Languages/Commissariat aux langues Officielles. (2012)
Quebec's English-speaking Seniors.

Joanne Pocock is conducting an analysis of the situation of Quebec's English-Speaking seniors and a description of federal support provided to seniors in general and for seniors in OLMCs in particular. The study is intended to serve as a tool for Quebec's English-speaking seniors in their efforts to locate support from federal institutions and for the planning of programs, services and initiatives that address them by the federal government. For additional information, contact Ms Pocock : Joanne_Pocock@hotmail.com

Upcoming events:

Jan Warnke will make a presentation at the conference being organized by the Quebec English-Speaking Communities Research Network and the Eastern Townships Research Centre, entitled "Linking research on Quebec's English-speaking communities to policy & action," on the occasion of the 80th Association francophone pour le savoir (ACFAS) conference. This conference no. 671 will be held May 7 and 8, 2012 in Montréal. For more information on the conference, visit http://www.acfas.ca/evenements/congres/programme_preliminaire/600. This conference is being organized by Lorraine O'Donnell of QUESCREN and Cheryl Gosselin of Bishops University. The title of Mr. Warnke's presentation is: **La géographie de l'accès aux services de santé des Communautés de langue officielle en situation minoritaire dans des bassins de services en Ontario et au Québec** (the geography of access to health care services by official language minority communities in service basins in Ontario and Québec). Authors: Jan Warnke, PhD (c),¹ Louise Bouchard, PhD,² Laura-Lee Bolger, MA (c).¹ 1. Université Laval. 2. Université d'Ottawa.

Jan Warnke will give a second presentation at the 80th ACFAS conference – Palais des Congrès de Montréal, on May 11, 2012, related to the seminar entitled "Les méthodes d'analyses spatiales et leurs applications au Québec : regard croisé et multidisciplinaire" (methods of spatial analysis and their applications in Québec: multidisciplinary comparison), organized by the *Centre de recherche développement territorial (CRDT)*. His presentation will be entitled: "Analyse spatiale de l'accès physique potentiel de la minorité linguistique anglophone au Québec : outil d'orientation des politiques et des programmes d'accès locaux" (spatial analysis of potential physical access by Québec's Anglophone linguistic minority: a tool to guide policies and local access programs). The person in charge of the seminar is Jean Dubé, Territorial Economic Development professor, Faculty of Societies, Territories, and Development, Université du Québec à Rimouski (jean_dube@uqar.qc.ca).

To conclude this second edition, the CHSSN would like to keep in touch with you. Please send us your news. We will forward it to the entire group throughout the year and in the next edition of INFO-LINKS. You can send your news to my attention: margot.tremblay47@hotmail.com.

We wish you all the best as you pursue your involvement in the development of research on Québec's English-speaking minority communities.

Sincerely,

Margot Tremblay

Margot Tremblay, PhD, Research Support Advisor

CHSSN

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