

# CHSSN

Community Health And Social Services Network  
Réseau communautaire de santé et de services sociaux

## Adaptation Initiative

PROJECT GUIDE | 2018–2023



*“These projects are vital to collective efforts to improve access to health and social services in English.”*



This is the 20th anniversary of CHSSN as a community organization mobilizing English-speaking communities to work in partnership with Quebec’s health and social services system.

For over a decade, CHSSN has supported adaptation of Quebec’s health and social services system with investments through Health Canada to promote projects and partnerships

in the public system. These projects are vital to collective efforts to improve access to health and social services in English. Our implementation agreement with Quebec’s Ministry of Health and Social Services is the key to ensuring that the Health Canada contribution fully respects Quebec’s jurisdiction in the health and social services domain.

Our experience with the adaptation program has reinforced our commitment to continue building our partnerships between communities and the health and social services system. The adaptation projects show the same commitment of our public partners to the shared goal of improving access to services so vital for the well-being of English-speaking communities.

**Ron Creary**

President  
CHSSN

*“Through improved knowledge of the community and its needs, the public system will be better able to adapt its services in innovative ways to improve access.”*



Collaboration and partnership

between the health and social services network and local community networks is clearly evident in the adaptation projects presented in this guide. The adaptation projects are diverse and support a broad range of measures aiming to improve access to services taking into account the regional realities of English-speaking communities.

The adaptation projects will contribute to increasing information documents and communication tools to inform English-speaking communities of services available in English. Through improved knowledge of the community and its needs, the public system will be better able to adapt its services in innovative ways to improve access.

The increased partnerships between the health and social services network and English-speaking communities resulting from these projects will be key to the success of our common efforts of ensuring equitable access to services in English and the vitality of our communities.

**Jennifer Johnson**

Executive Director  
CHSSN

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# Adaptation of health and social services 2018–2023

## Adaptation of health and social services to enhance the vitality of the English-speaking minority communities in Quebec

The CHSSN initiative aiming to adapt health and social services is supported by an investment from Health Canada, through the Roadmap for Official Language Minority Communities (OLMC). Funding for innovative projects to improve access to services is distributed in three budgets:

- ✦ Networking, including support to 25 community health networks (CHSSN's NPI Project);
- ✦ Training and retention: Focus on health workers learning English and on projects aiming to encourage English speakers to work in the rest of Quebec ("Dialogue McGill" training project);
- ✦ Adaptation of the health system to improve access to and acquire knowledge on health determinants and the health status of English-speaking Quebecers (the CHSSN's Adaptation Project).

The development of the CHSSN's innovative Adaptation Initiative was designed to help minority English-speaking communities in the province of Quebec to better meet their health needs. The initiative of adapting health and social services is in line with the measures set out in the Government of Canada's new "Action Plan for Official Languages (2018–2023): Investing in our future: Pillar 2: Strengthening access to services.

Health was identified as one of the key determinants of community vitality, and Health Canada will invest over 130 million dollars into Canada's French-speaking communities, and over 49 million dollars into Quebec's English-speaking communities for 2018–2023. The CHSSN and McGill are two designated beneficiaries for the province of Quebec. This initiative respects the Government of Québec's exclusive jurisdiction in relation to health and social services. It is intended for the Centres intégrés de santé et de services sociaux (CISSS)

and the Centres intégrés universitaires de santé et de services sociaux (CIUSSS). It focuses on projects that help better meet the needs of English speakers while complying with the guidelines and priorities of the Ministère de la Santé et des Services sociaux (MSSS – Department of Health and Social Services).

The CHSSN, whose mission is to promote projects and partnerships aiming to improve access to health care and social services in English, invited the CISSSs and CIUSSSs to submit projects before the beginning of April 2018. Then, the MSSS evaluated the eligibility of the projects in terms of direction and priorities. The selected projects were then sent to the CHSSN to be evaluated and decided on.

The CHSSN's evaluation committee assessed the projects submitted to the MSSS and made selections according to the following criteria:

- ✦ Relevance of the project in terms of the targeted objective and the results;
- ✦ Future impacts on the English-speaking client base;
- ✦ Future impacts on activities and the organization of services;
- ✦ Future impacts of access to health and social services in English on the results of the programs;
- ✦ Collaboration between the public institutions and the community.

Projects were adopted by the members of the CHSSN's board of directors, following which the contribution agreements were approved by the Government of Québec.

Thank you for getting to know us a little better. You can find out more at: [www.chssn.org](http://www.chssn.org)

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01

\$127 600

CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DU

Bas-Saint-Laurent

### PROJET > ADAPT SERVICES IN ENGLISH IN THE BAS-SAINT-LAURENT REGION.

Address: 355 Boulevard Saint-Germain West  
Rimouski, QC G5L 3N2

#### Objectives

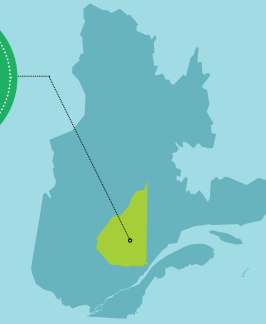
- + Pursue collaboration between the regional NPI network and the CISSS respondent to coordinate the Adaptation Initiative.
- + Find solutions facilitating access to health and services in English.
- + Participate in local and regional campaigns or initiatives.
- + Meet English-speaking patients in their environment to mitigate access barriers.
- + Improve knowledge on the profile and needs of the English-speaking community in the region and update the profile of the English-speaking community and its needs. Additionally, continuously monitor the health status of the population and its determinants.
- + Raise awareness of English-language services and the access program among staff and users.
- + Explore new methods and best practices to meet the population's needs and better adapt services.

#### Partners

- + Héritage Bas-Saint-Laurent (HLSL) and CISSS respondent.
- + CASA: Promotion to their members, in their region.
- + Organizations recognized by the MSSS: Recommendation of potential candidates for the access committee.
- + Clinical management of the CISSS du Bas-Saint-Laurent: Implementation of the reception process in facilities in La Mitis and Rimouski-Neigette.
- + CIUSSS de la Capitale Nationale: Handling interpretation requests from the Bas-Saint-Laurent region for English-speaking users through its list of interpreters.
- + McGill/Café de Londres: Funding workshops to maintain English-language skills for employees who have taken English courses.
- + Health professionals of the CISSS: Participation in CHEP health conferences.
- + Library managers of Rivière-du-Loup, Mont-Joli, Matane, and HLSL: Coordination of health library.
- + User committees: Promotion of satisfaction surveys and other information tools (leaflet, video clips).
- + Service Quality and Complaints Commissioner of the CISSS and CAAP BSL (Centre d'assistance et d'accompagnement aux plaintes): Implementation of promotion campaigns for service, collaborations, etc.

02

127 600 \$

CENTRE INTÉGRÉ UNIVERSITAIRE DE  
SANTÉ ET DE SERVICES SOCIAUX DUSaguenay-  
Lac-Saint-Jean

### PROJET > IMPLEMENT A STRUCTURE FACILITATING ACCESS TO HEALTH AND SOCIAL SERVICES FOR THE ENGLISH-SPEAKING POPULATION OF SAGUENAY-LAC- SAINT-JEAN.

Address: 930 Jacques-Cartier Street East  
Chicoutimi, QC G7H 7K9

#### Objectives

Improve accessibility to care and services in English identified in the access program.

- + Develop official documents structuring access to health and social services in English.
- + Collect comments and suggestions from English-speaking patients about the accessibility to care and services in English.
- + Ensure the application of the tripartite agreement between the CIUSSS du Saguenay-Lac-Saint-Jean, the Régie de l'assurance-maladie du Québec (RAMQ), and the Canadian Forces Base Bagotville.
- + Collaborate in creating a trajectory of 1st and 2nd line health care and services for English-speaking patients.
- + Analyze the potential of implementing an English-language skills classification process for new employees, as well as for existing employees.
- + Collaborate with management to develop an English-language service offer.
- + Ensure collaboration with pre-hospital emergency services.
- + Develop a tab on the CIUSSS du Saguenay-Lac-Saint-Jean website.
- + Raise employee awareness that every English-speaking person has the right to receive, in their mother tongue, health and social services based on the available internal resources.
- + Inform English-speaking families about the services offered on the CIUSSS's territory.
- + Establish collaborations with different organizations.
- + Establish collaborations with the Networking and Partnership Initiative (NPI) in the region, i.e. the English Community Organization Saguenay-Lac-Saint-Jean (ECO-02).

#### Partners

- + English Community Organization Saguenay-Lac-Saint-Jean (ECO-02);
- + The Centre linguistique of the Cégep de Jonquière;
- + Local ambulance companies;
- + The Canadian Forces Base Bagotville;
- + The Military Family Resource Centre (MFRC) of the Canadian Forces Base Bagotville.

03

305 500 \$

CENTRE INTÉGRÉ UNIVERSITAIRE DE  
SANTÉ ET DE SERVICES SOCIAUX DE LA

Capitale-Nationale



**PROJET > IMPROVE THE CONTINUUM OF HEALTH AND SOCIAL SERVICES FOR SENIOR ENGLISH SPEAKERS IN THE CAPITALE-NATIONALE REGION WITH SPECIAL NEEDS (INTELLECTUAL DISABILITY [ID], AUTISM SPECTRUM DISORDER [ASD] OR A PHYSICAL DISABILITY [PD]).**

Address: 2915 Du Bourg-Royal Avenue  
Quebec, QC G1C 3S2

### Objectives

Executing the Adaptation Initiative of health and social services led by different project managers from 2014 to 2018 has helped make great advances possible for the continuum of services for the seniors of Capitale-Nationale. The desire is emerging to pursue the objectives of the 2014–2018 Adaptation Project, and continuous work will make achievement of the full potential possible for the project adapting services to English-speaking seniors. The initial objectives allowed for implementing several work processes in collaboration with management and community organizations. Some means are currently in development and will be implemented in the coming years. For 2018–2023, we would like to develop a second component related to adapting services for English speakers with special needs in Capitale-Nationale.

1. Continuation of the project adapting services for seniors in Capitale-Nationale will enable:
  - + Implementation of permanent services;
  - + Support in creating a home;
  - + Improved knowledge of the overall progress of adapting the continuum of services for seniors in Capitale-Nationale;

2. Development of a second component related to adapting services for English speakers with special needs in Capitale-Nationale.

Targeted objectives of the second component:

- + Adapt the service offer to English speakers with special needs, especially those with an intellectual disability (ID), autism spectrum disorder (ASD), or a physical disability (PD) in Capitale-Nationale.
  - + Improve knowledge on English-speaking patients with specific needs in Capitale-Nationale by creating a profile of the population and their needs.
  - + Contribute to implementing a new collaboration model with community resources dedicated to English speakers with special needs.
3. Lastly, we would like to support the implementation of the action plan aiming to address the gaps identified by the Program of access to health services and social services in English for English speakers.

These processes will be accompanied by the implementation of the objectives of the 2018–2023 Adaptation Project.

### Partners

- + The Centre intégré universitaire de santé et de services sociaux (CIUSSS) de la Capitale-Nationale
- + Jeffrey Hale-Saint Brigid's Hospital
- + Jeffrey Hale Community Partners
- + Centre hospitalier universitaire de Québec-Université Laval (CHU de Québec-UL)
- + Institut universitaire de cardiologie et de pneumologie de Québec-Université Laval (IUCPQ-UL)
- + Central Québec School Board; Quebec High School (QHS)

04

223 300 \$

CENTRE INTÉGRÉ UNIVERSITAIRE DE  
SANTÉ ET DE SERVICES SOCIAUX DE LAMauricie et  
Centre-du-Québec

**PROJECT: SUPPORT THE APPLICATION OF THE PROGRAM OF ACCESS TO HEALTH AND SOCIAL SERVICES FOR ENGLISH SPEAKERS.**

Address: 858 terrasse Turcotte  
Trois-Rivières, QC G9A 5C5

### Objectives

In an effort to improve and facilitate access to health and social services in English, carrying out this project will allow for ensuring support to English-speaking users of the Mauricie and Centre-du-Québec (MCQ) region. More specifically, adding a resource would make it possible to:

- + Support the information and liaison officer in charge at the Centre for Access to Services in English (CASE) and increase regional coverage;
- + Ensure, in particular, close ties with the English-speaking population of Mauricie, RLS de Trois-Rivières;
- + Continue supporting institution teams according to defined access terms;
- + Maintain support and continue evaluation of the impact of the project of access to health and social services in English for English speakers;
- + Offer information sessions to the English-speaking population to help them understand how health services work;
- + Help francophone organizations that provide health and social services to better understand the methods of improving access to services in English for the English-speaking population;
- + Provide translation and interpretation services.
- + The new resource person will make it possible to better meet needs in the region and develop relationships and partnerships in the community.

### Partners

- + The Centre intégré universitaire de santé et de services sociaux de la Mauricie-et-du-Centre-du-Québec
- + Centre for Access to Services in English (CASE)
- + Mauricie English Elementary School
- + The Megantic English-speaking Community Development Corporation (MCDC)

05

431 000 \$

CENTRE INTÉGRÉ UNIVERSITAIRE DE  
SANTÉ ET DE SERVICES SOCIAUX DE

l'Estrie-CHUS



**PROJET > IMPROVE ACCESS TO CARE AND SERVICES IN ENGLISH AND PARTNERSHIPS TO INCREASE THE VITALITY OF ENGLISH-SPEAKING COMMUNITIES IN ESTRIE (2018-2023).**

Address: 375 Argyll Street  
Sherbrooke, QC J1J 3H5

### Objectives

Improve the consistency of the health and social services offered by the CIUSSS de l'Estrie-CHUS, community organizations, and other partnerships related to Estrie's English-speaking communities.

To do so, we would like to increase the participation of English speakers to improve clinical intervention and their progression through services, and reduce social isolation.

The following measures will make it possible to improve accessibility and participation in services:

1. Implement appropriate responses to community needs while accounting for specific cultures and values in the selected action strategies. The outreach approach has been tested and is promising for vulnerable and difficult to engage patients.
2. Make information, guidance, and reception for health and social services more widely available in English (training, staffing, documents in English, etc.).
3. Improve access to services for vulnerable English speakers by improving the capacity of organizations to adapt their services to identified needs.
4. Improve the relationship between community groups and the CIUSSS de l'Estrie-CHUS through increased collaboration in the English-speaking community service offer.

(continued on next page)

### Partners

Given that the 5 components of the project are in different RCMs and there are different partners across regions, we have categorized partnerships by component. However, in all cases, the projects identified the needs of the community and are carried out in collaboration with several partners and the CIUSSS de l'Estrie-CHUS.

#### Memphrémagog RCM

- + The Partner Committee of the Équipe Ressources Relais includes: Townshippers' Association, Han-Droit, Carrefour Jeunesse Emploi Memphrémagog, Corporation Jeunesse Memphrémagog, Memphré en mouvement, Table des Aînés Memphrémagog, Zone Libre Memphrémagog, Office municipal d'habitation de Magog, Centre l'Élan.
- + Collaborators From Phelps helps: Stanstead Recreational Association, Bishop's University, Carrefour Jeunesse-Emploi, Centre d'action bénévole, Champlain, Collège Servite, Colby-Curtis Museum, Commission scolaire des Sommets, Comité Santé Éducation, Cuisines collectives (community kitchen), Eastern Township's School Board, Alexander Galt Regional High School, Haskell Free Library, Imagine Stanstead, Jardin des Frontières, Job Links, Lampe Foundation, Literacy in Action, Le Lounge: Stanstead Youth Centre, McGill Faculty of Business, Memphrémagog RCM, New Horizons, Pat Burns Arena, PRÉE, QCGN, La Rucho, Sunnyside, Le Tandem, Table jeunesse socio-économique Memphrémagog, Townshippers' Association, Université de Sherbrooke, Équipe Ressources Relais.

#### Val-Saint-François and Des Sources RCM

The Community Learning Centre (CLC) of Richmond, an education and community centre, is affiliated with the Eastern Townships School Board. Lastly, the Townshippers' Association will provide sufficient time to allow supervision of certain measures to be implemented throughout this project. In addition to the work carried out by the community organizer of the CIUSSS de l'Estrie-CHUS, the institution will contribute to the project's achievement and follow up.

#### Coaticook RCM

Aide à domicile MRC de Coaticook, L'Association des personnes handicapées de la MRC de Coaticook (APHC+), Carrefour jeunesse emploi, Centre d'action bénévole de la MRC de Coaticook, CRIFA – Éducation aux adultes, L'Éveil (community mental health resource), Maison des jeunes de Coaticook, Maison des jeunes de Waterville, Coaticook RCM, municipal housing offices (Coaticook, Compton, Martinville, Waterville), SADC (group of regional community organizations serving the region's client base - APPAMM Estrie, JEVI, MomentHom, Pro-Def Estrie, Secours Amitié Estrie, TDA/H Estrie, etc.).

#### Haut-Saint-François RCM

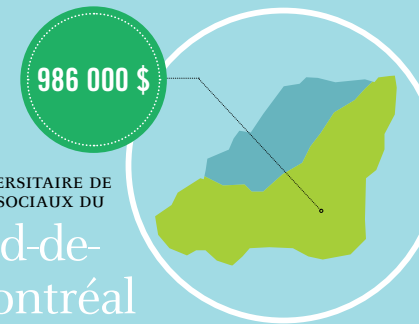
The HSF fou de ses enfants partner group: Maison de la famille La Relève du HSF, Townshippers Association, CLC Bury, the Centre d'action bénévole, the "community support" committee which includes resources from the English-speaking community.

#### La Pommeraiie et la Haute-Yamaska RCM

Outreach work in Brome-Missisquoi: Maison de la Famille des frontières, Cellule Jeunes et Familles de Brome-Missisquoi, Les Champignoies, Centre d'action bénévole de Sutton, Avante Women's Centre, Recreation and community services of Lac-Brome, Heroes' Memorial Elementary School, Ressource famille de Cowansville et région (REFAC), Yamaska Literacy Council.

#### "Rendez-vous" — Waterloo:

Pilot Committee and other partners: Yamaska Literacy Council, Ville de Waterloo, École l'Orée des Cantons, Waterloo Elementary School, Espace Familles de Waterloo et région.



### PROJET > IMPROVE ACCESSIBILITY OF HEALTH AND SOCIAL SERVICES FOR MONTREAL'S ENGLISH-SPEAKING POPULATION.

Address: 1560 Sherbrooke Est  
Pavillon Lachapelle, Montreal, QC H2L 4M1

### Objectives

1. Contribute to making the English-speaking population better informed:
  - + Raise awareness of services accessible in English and the means to access them, in particular by promoting the access program.
  - + Make information and communication documents available in English for the English population, specifically those on the various programs and services.
2. Contribute to enhancing the organization of programs and services to improve accessibility for the English-speaking population and identify ways to:
  - + Improve the accessibility of services, particularly at the first-line level;
  - + Connect first-line services with populations that are vulnerable or remote from the health system;

### Partners

#### + 10 institutions from the Montreal region;

- 5 CIUSSSs:
- CIUSSS de l'Ouest-de-l'Île-de-Montréal
  - CIUSSS West-Central Montreal
  - CIUSSS du Nord-de-l'Île-de-Montréal
  - CIUSSS de l'Est-de-l'Île-de-Montréal
  - CIUSSS du Centre-Sud-de-l'Île-de-Montréal.

#### 5 non-merged institutions:

- McGill University Health Centre
- Centre hospitalier de l'Université de Montréal
- Sainte-Justine University Hospital Centre
- Montreal Heart Institute
- Institut Philippe-Pinel de Montréal.

- + Montreal community organizations reaching the English-speaking population or devoted to the accessibility of services in English for this population;
- + Additional partners such as the City of Montreal and boroughs, partners of other networks, and any other party focused on accessibility of services for the English-speaking population could be identified as priorities and implementation strategies are developed

07

420 000 \$

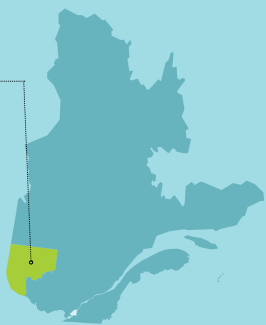
CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DE

Outaouais



08

197 200 \$

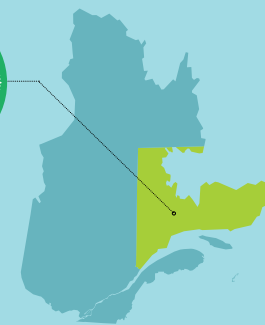
CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DEl'Abitibi-  
Témiscamingue

09

275 500 \$

CENTRE INTÉGRÉ DE SANTÉ ET  
DE SERVICES SOCIAUX DE LA

Côte-Nord

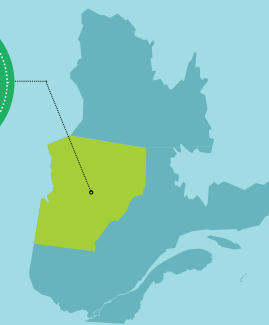


10

116 000 \$

CENTRE RÉGIONAL DE SANTÉ  
ET DE SERVICES SOCIAUX DE LA

Baie-James



#### PROJET > IMPROVE THE HEALTH AND WELL-BEING OF THE ENGLISH-SPEAKING POPULATION OF OUTAOUAIS

Address: 80 Gatineau Avenue  
Gatineau, QC J8T 4J3

#### Objectives

Make health and social services more accessible in the facilities of the Centre intégré de santé et des services sociaux de l'Outaouais:

- + Facilitate communications with the English-speaking population (improve website, translation, etc.);
- + Support the implementation of the access program;
- + Raise awareness of the program with CISSS de l'Outaouais workers;
- + Ensure an adequate number of qualified human resources to provide English-language services;
- + Improve knowledge on the English-speaking population's needs to better meet them;
- + Facilitate navigation of the English-speaking population through the health and social services offered in Outaouais;
- + Raise awareness among, inform, and guide the English-speaking population in relation to the services of the Centre intégré de santé et de services sociaux de l'Outaouais.

#### Partners:

- + CISSS de l'Outaouais (liaison officer)
- + NPI networks of Outaouais: Connexions Resource Centre
- + Other local partners working with the English-speaking population

#### PROJET > IMPROVE LIAISON WITH ENGLISH-SPEAKING PATIENTS.

Address: CISSS de l'Abitibi-Témiscamingue  
1, 9th Street, Rouyn-Noranda, QC J9X 2A9

#### Objectives

Facilitate the navigation of English-speaking users in our institution's facilities and provide them with accessible information in English to help them make informed health decisions.

To do so, we believe it is necessary to ensure liaison between the Centre intégré de santé et de services sociaux de l'Abitibi-Témiscamingue (CISSS-AT) and the English-speaking population to improve the latter's access to health and social services, through better knowledge and understanding of the available services. We would thus want to:

- + Reach out to the English-speaking population to raise awareness of the health and social services offered at the CISSS-AT;
- + Facilitate navigation of the English-speaking population through public and community services for the health and social services offered in the region;
- + Foster promotion of public health programs to the English-speaking population;
- + Promote health and social services to the English-speaking population by adapting various tools;
- + Facilitate communications between the English-speaking population and the facilities of the health and social services network of Abitibi-Témiscamingue.

#### Partners

- + The Neighbours Association is the main partner of our project. An agreement between the CISSS de l'Abitibi-Témiscamingue and the Neighbours Association will be concluded to carry out this project.
- + The Western Québec School Board will also be an important partner, as the region includes three English-speaking schools of the WQSB and a portion of the English-speaking population can be reached through it.

#### PROJET > BREAK THE LANGUAGE BARRIER TO PROVIDE QUALITY SERVICES TO EVERYONE.

Address: 835 Boulevard Jolliet  
Baie-Comeau, QC G5C 1P5

#### Objectives

##### Component 1: Regional interpretation service at the Hôpital de Sept-Îles

- + Improve the quality of care and services (effectiveness of clinical intervention) for English-speaking users.
- + Improve accessibility to health and social services in English for English speakers in the region.
- + Meet the needs of the English-speaking population served by both the local mandate and regional mandate of the CISSS de la Côte-Nord.
- + Improve the English-speaking users' experience in the health and social services sector.
- + Improve health prevention and promotion strategies for the English-speaking client base.
- + Ensure users' safety by preventing interpretation misunderstandings.
- + Promote the interpretation service with health professionals and the region's English-speaking population.

##### Component 2: Translation (for all CISSS de la Côte-Nord facilities)

- + Provide English-speaking patients and their families with information and communication documents in English, as well as access in English on the institution's website.

#### Partners

- + CLSC Naskapi
- + North Shore Community Association (NSCA)
- + The Coasters Association of the Lower North Shore

#### PROJET > ADAPT HEALTH AND SOCIAL SERVICES IN ENGLISH ESTABLISHING A FRAMEWORK AT THE CRSSS DE LA BAIE-JAMES: A SHARED RESPONSIBILITY OF THE PEOPLE OF BAIE-JAMES AND FIRST NATIONS.

Address: 312 3rd Street  
Chibougamau, QC G8P 1N5

#### Objectives

The objectives pursued by the project are in line with those of the Official Languages Health Contribution Program: *Adaptation component*.

The project is characterized by the adaptation of the health and social services offered at the CRSSS de la Baie-James to Cree Nation patients who speak English as a second language.

In this second phase of the project, our efforts will be focused on the navigation of patients in diverse trajectories. The project aims to prepare information and communication documents in English that are accessible to the client base.

- + The project enhances coordination efforts for translating certain institutional organizational instructions and thus facilitates the patient's navigation through the health centre.
- + Additionally, we want to design and disseminate some communication tools.

Additionally, the project is in keeping with actions coordinated for a partnership between public institutions and English-speaking communities. The project focuses on the participation of the English-speaking community to better meet needs.

- + For example, the project aims to have a resource devoted to the CRSSS de la Baie-James to increase and facilitate coordination mechanisms with partners of the Cree community, including the Eenou Friendship Centre, according to the needs study.
- + The project will make it possible to support the respondent of the institution's access program. An update to the program is planned, as well as the restructuring and coordination of the regional committee.
- + The project manager will help promote skills retention and development.
- + Lastly, the project supports the implementation of the partnership approach to care specifically for English-speaking Cree patients to provide more efficient care and services, and improve the population's health and well-being.

(continued on next page)

# 10

## CENTRE RÉGIONAL DE SANTÉ ET DE SERVICES SOCIAUX DE LA Baie-James (suite)

### Partners

- + Centre régional de santé et de services sociaux (CRSSS) de la Baie-James
- + Standardization Committee
- + Cree Board of Health and Social Services of James Bay
- + Cree Patient Services
- + Chibougamau Eenu Friendship Centre
- + Regional Committee of the Program of Access to Services in English

# 11

CENTRE INTÉGRÉ DE SANTÉ ET  
DE SERVICES SOCIAUX DE LA

## Gaspésie– Îles-de-la-Madeleine

261 000 \$



PROJET > **TOGETHER TOWARD ACCESSIBLE SERVICES. IMPROVE ACCESSIBILITY TO INTER-REGIONAL HEALTH AND SOCIAL SERVICES FOR THE ENGLISH-SPEAKING POPULATION OF THE GASPÉSIE-ÎLES-DE-LA-MADELEINE REGION.**

Address: 215 Boulevard de York West  
Gaspé, QC G4X 2W2

### Objectives

The main objective of our project remains consolidating and increasing accessibility to services for our region's English-speaking population, whether in our institution or during incidents of care requiring people to travel outside of our facilities to have access to more specialized services that are not available in Gaspésie-Îles-de-la-Madeleine.

Although accessibility remains a challenge in our organization, we are prepared to manage it and to adapt to users' needs. Our knowledge of our environment and users, and our capacity to respond to their needs are what keep our focus unified as an institution: "Was this user able to receive quality services that were easily accessible while provided in their language?"

As an example, the Health and Harmony project that we have implemented, and which we would like to continue, allowed us to recognize the professionals that make a difference for the English-speaking population. Thus, as an institution, this allows us to work on the sense of belonging to our community while encouraging staff to acknowledge the reality of the English-speaking community in the region. With such simple efforts, we positively influence and improve services to the population.

Similarly, although not having all specialty services on-site, we keep in mind that when our users have to leave the region to receive these specialized services elsewhere, the quality of these services is consistent with their visit at the CISSS de la Gaspésie. Based on this assertion, we are working to raise awareness among and influence our partners in other regions to allow our patients to be treated and served in their language and with the quality they deserve.

Thus, through these examples, our objectives may appear straightforward, but in reality, it is crucial to us that our health network users of Gaspésie and the Îles-de-la-Madeleine are entitled to quality services just as any other user in the rest of Québec.

### Partners

- CASA
- Vision Gaspé-Percé Now
- CAMI
- CISSS du Bas-Saint-Laurent
- CIUSSS de la Capitale-Nationale

Lastly, as potential partners, we intend to solicit collaboration from regional organizations working with the population requiring health and social services. Whether thinking of social economy enterprises, community organizations, or even our partners in seniors' residences and intermediary resources, which are also part of an episode of care, all of these stakeholders can prove invaluable in our effort to ensure that the English-speaking population receives better services offered in their mother tongue.

# 12

CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DE

## Chaudière- Appalaches

261 000 \$



PROJET > **ACCESSIBILITY OF SERVICES IN ENGLISH IN CHAUDIÈRE-APPALACHES.**

Address: 363 Cameron Road  
Sainte-Marie, QC G6E 3E2

### Objectives

The Centre intégré de santé et de services sociaux de Chaudière-Appalaches has the following purpose:

- + Ensure adapted and appropriate access to health and social services to English speakers at the clinical, human, and social levels.

As part of its request for the Adaptation of Health and Social Services Initiative for English Speakers (2018–2023), the CISSS de Chaudière-Appalaches has the following objectives:

#### Component 1: Organization of services

- + Ensure adaptation of the organization of health and social services of the CISSS de Chaudière-Appalaches based on a current needs analysis related to English-language service accessibility, in the context of implementation in the CISSS de Chaudière-Appalaches and developing the network.

Note: Review of the Regional Access to Services in English program is the responsibility of the CISSS de Chaudière-Appalaches. The assistance requested as part of the program aims to financially support the Megantic English-speaking Community Development Corporation (MCDC) to participate in the process and undertake certain steps in the consultation of the client base.

#### Component 2: Access to information

- + Raise awareness of new trajectories and available service offers since the reorganization of the network to facilitate access or referral to the CISSS de Chaudière-Appalaches (communication of the CISSS de Chaudière-Appalaches to the English-speaking population and organizations).
- + Raise awareness, with priority given to workers assigned to reception services or first responders of the CISSS de Chaudière-Appalaches, of the available services and communications tools in the English-speaking community to facilitate patient reception, management, and the continuity of services (from the community to the CISSS de Chaudière-Appalaches).

(continued on next page)



- + Offer in English certain information tools and clinical documents required for access to or provision of services to people, in particular by incorporating simplified access reserved for consulting documents in English on the CISSS de Chaudière-Appalaches website.

#### Component 3: Assistance

- + Assist people with referrals toward services of the CISSS de Chaudière-Appalaches and the community network.
- + Assist people in expressing their needs when providing the services available to them (interpretation).

#### Component 4: Resident participation

- + Ensure representation and participation of English speakers in regional and local consultative bodies for health and social services.

#### Partners

The main partner of the project is:

The Megantic English-speaking Community Development Corporation (MCDC)  
906 Mooney Street West  
Thetford Mines, QC G6G 6H2

Other community partners connected to organizations providing services to immigrants are likely to be involved in the process. The Chaudière-Appalaches region is currently heavily committed to the process aiming for immigrant worker integration in companies and the health network. English is the language of communication for many of these people.

638 000 \$



#### PROJET > PROJECT TO IMPROVE ACCESS TO SERVICES IN ENGLISH FOR PATIENTS WITH A PERSISTENT DEVELOPMENTAL DISORDER (PDD) OR AN INTELLECTUAL DISABILITY, YOUTH IN DIFFICULTY (PROTECTION AND REINTEGRATION NEEDS), AND ADULTS REQUIRING MENTAL HEALTH SERVICES.

Address: 1755 Boulevard René-Laennec  
Laval, QC H7M 3L9

#### Objectives

##### General project objectives

Improve access to health and social services for English-speaking patients of the Laval region through the following:

- + Improve knowledge on these patient needs;
- + Adapt existing services;
- + Improve the available information to obtain services;
- + Develop strategies to reach this client base;
- + Develop and standardize liaison mechanisms for English-speaking patients;
- + Improve the integration and continuity of services with regional partners.

##### Objectives specific to adult patients with mental health needs:

- + Improve, for adults requiring mental health services in English, access to services in English by providing clinical services comparable to those offered in French (individual and group therapy);
- + Foster and standardize the partnership between the Centre intégré de santé et de services sociaux (CISSS) de Laval and the community organization AGAPE to reach English-speaking patients with mental health needs in English.

##### Objective specific to patients with an intellectual disability or autism spectrum disorder:

- + Improve accessibility to second-line specialized services by reducing wait times for English-speaking children;
- + Increase the number of English-speaking children who receive services annually from the Service d'intervention précoce (SIP — early intervention services).

##### Objectives specific to patients needing specialized addiction services:

- + Describe the profile and needs of the various patients using the services;
- + Establish a profile of the current situation;
- + Develop a continuum of addiction services in English for people from Laval.

##### Objectives specifically related to improving access to first-line health and social services:

- + Provide enhanced and equal access to care and services in English;
- + Inform the English-speaking population on how to access health and psychosocial services more easily in the region;
- + Improve the patient experience in English during an episode of care or services;
- + Welcome the user in their preferred language (French or English) by the staff of the CISSS de Laval

#### Partners

##### Adult patients with mental health needs

- + The Youth and Parents AGAPE Association Inc. (The Agape-NPI).
- + Centre intégré de santé et de services sociaux (CISSS) de Laval;
- + The Jewish General Hospital of the CIUSSS West-Central Montreal (repatriation of English-speaking patients from Laval);
- + Dialogue McGill.

##### Patients with an intellectual disability or autism spectrum disorder

- + Management of the CISSS de Laval's ID-ASD-PD program

##### Patients needing specialized addiction services

- + Management of the mental health and addiction program of the CISSS de Laval
- + "The Agape-NPI";
- + CISSS de la Montérégie-Ouest (Centre Foster);
- + Déclic Action;
- + The 16 FMGs of Laval.

##### Improve access to first-line health and social services

- + More than one hundred community organizations of the region and residents;
- + "The Agape-NPI";
- + 16 FMGs, including 6 super-clinics (GMF-R) and 43 medical clinics;
- + Over 70 community pharmacies and parapublic organizations such as police bodies and the Ville de Laval;
- + Clinic management of the CISSS de Laval.

# 14

252 300 \$

CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DE  
**Lanaudière**



**PROJET > IMPROVE ACCESS TO HEALTH AND CARE SERVICES FOR ENGLISH SPEAKERS AT THE CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX (CISSS) DE LANAUDIÈRE.**

Address: 260 Lavaltrie Street South  
Joliette QC J6E 5X7

### Objectives

Despite its commitment to serving the entire English-speaking population, the project will focus on specific objectives, identified and defined according to the needs and capacities of the CISSS de Lanaudière to provide maximum support to English speakers. Additionally, it must be noted that there may be adjustments according to the specific analysis of the needs emerging during the development of the future access program.

#### Component 1

Component 1 consists of consolidating and updating some targeted objectives of previous adaptation initiatives. The purpose is to retain the objectives targeted by the 2013–2018 Adaptation Initiative, which aimed to raise awareness of the English-speaking population—especially youth and seniors—to their right to receive health care and social services in their language.

#### Component 2

- + Develop a document management structure: Translation and adaptation of tools or documents, directory of translations, etc.
- + Maintain an up to date, dynamic record of staff with the ability to speak languages other than French.
- + Support the English-speaking community by establishing the role of a pivot worker (community organizer) to create and maintain connections with the English-speaking community.

### Partners

- + The various clinical management teams of the CISSS de Lanaudière
- + Maintain close collaboration relationships (collaboration agreements) with the NPI network English community organization of Lanaudière (ECOL).

# 15

319 000 \$

CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DES  
**Laurentides**



**PROJET > ADAPT HEALTH AND SOCIAL SERVICES IN THE LAURENTIDES REGION.**

Address: 290 De Montign  
Saint-Jérôme, QC J7Z 5T3

### Objectives

- + Improve access to health and social services for English speakers in the Laurentides region.
- + Support the application of the new Program of access to health services and social services in English in the facilities of the CISSS des Laurentides and ensure its implementation.
- + Support the English-speaking community in the development of networks that facilitate access to health and social services in English for the Laurentides population.

### Partners

Various partners will be asked to carry out the 2018–2023 project of our institution:

- + The management teams of the CISSS des Laurentides in charge of service programs;
- + Institution staff working with the client base;
- + User committees working in the CISSS des Laurentides;
- + NPI network 4Korners, community organization for the English-speaking community in the Laurentides;
- + Community organizations of the Laurentides working with the English-speaking community of the region;
- + English schools of the Laurentides region;
- + The Comité régional pour l'accessibilité des services en langue anglaise (CRASLA) de la région des Laurentides.

# 16

918 000 \$

CENTRE INTÉGRÉ DE SANTÉ  
ET DE SERVICES SOCIAUX DE LA  
**Montérégie**



**PROJET > SUPPORT THE ADAPTATION OF HEALTH AND SOCIAL SERVICES IN ENGLISH IN MONTÉRÉGIE.**

Address: 3140 Boulevard Taschereau  
Greenfield Park, QC J4V 2H2

### Objectives

Regional context:  
According to data from the 2016 Census, Montérégie has over 156 203 English speakers. 53 800 of them live in the service area of the CISSS de la Montérégie-Centre, 82 853 in the service area of Montérégie-Ouest, and 19 558 in the service area of Montérégie-Est.

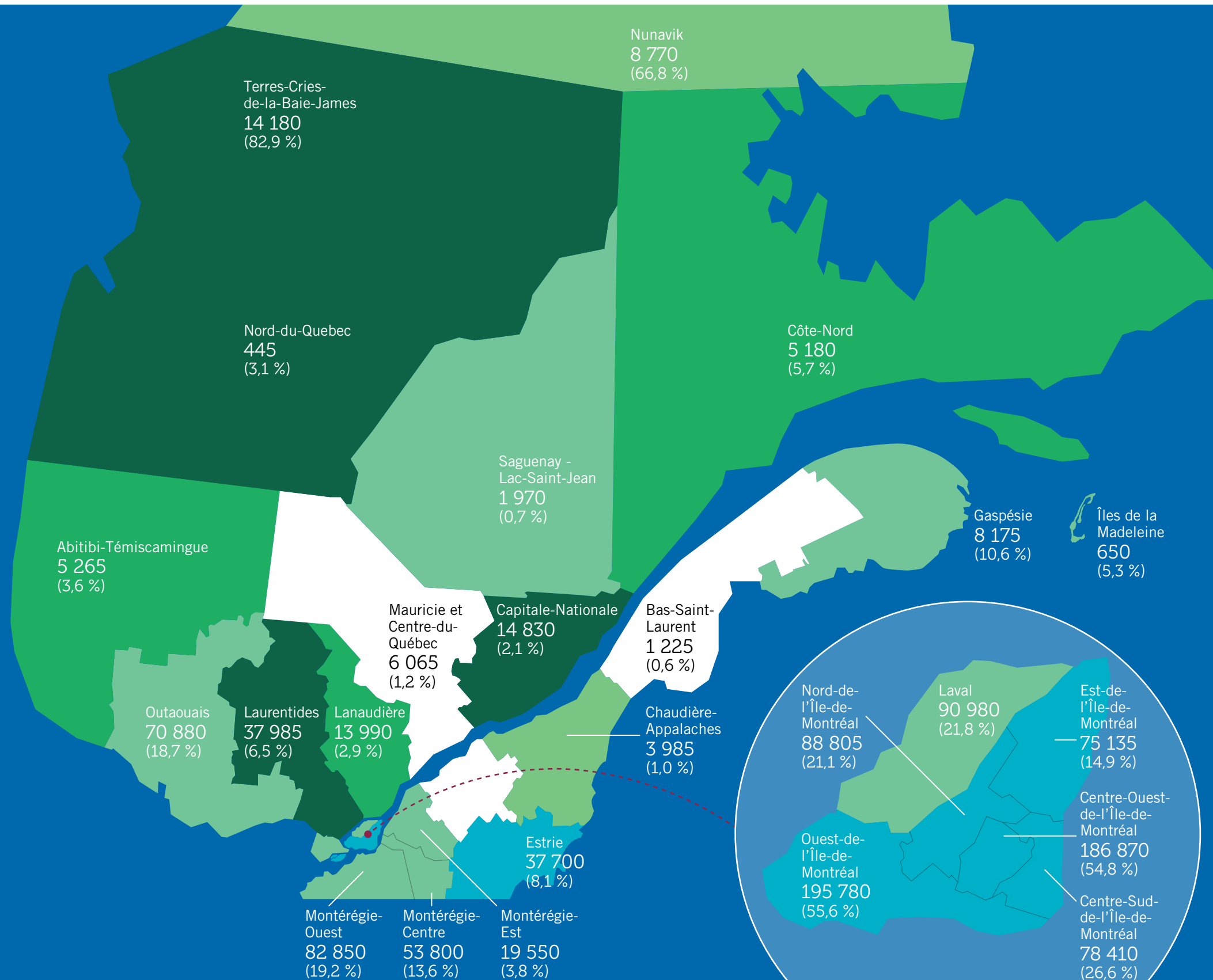
Additionally, the data produced by the CHSSN indicates that, among the English speakers surveyed in Montérégie1:

- + 86.2% believed it is very important to be served in English by a doctor and 76.6% believed it important to receive services at the CLSC in this language;
- + 35% were not satisfied with access to health and social services in English;
- + 21.8% were served by a doctor in French, despite asking to be served in English;
- + 23.9% received services at the CLSC in French, despite asking to be served in English;
- + 38.1% received emergency or external clinical services in French, despite asking to be served in English;
- + 74.1% received no information on services in English provided by the CISSSs. In this context, this project has the following objectives:
- + Examine the needs and reality of the English-speaking population in order to take them into account to guide selected actions (e.g. health determinants).
- + Support the revision and implementation of the next Program of access to health services and social services in English.
- + Improve access to a range of health and social services in English, including promotion, prevention, care, and social and rehabilitation services.

- + Encourage different service programs to update their populational responsibility toward English-speaking patients, particularly awareness among managers and employees.
- + Facilitate communication between each CISSS and English-speaking users to ensure they:
  - Actively participate when receiving services;
  - Have access to quality, safe services.
- + Develop and consolidate collaborations between CISSSs and partners such as:
  - Community organizations working with an English-speaking client base;
  - The Network Partnership Initiative (NPI);
  - English school boards and educational institutions.
- + Foster access to documentation in English.
- + When required, ensure collaboration among the 3 CISSSs in Montérégie to foster access to services for the English-speaking community.

### Partners

- + CISSS de la Montérégie:
  - CISSS de la Montérégie-Centre
  - CISSS de la Montérégie-Ouest
  - CISSS de la Montérégie-Est
- + Riverside School Board
- + The Eastern Townships School Board
- + Lester B. Pearson School Board
- + New Frontiers School Board
- + Community organizations that represent the English community including:
  - ARC-Assistance and Referral Centre (South Shore)
  - MWCN-Montérégie West Community Network
  - MEPEC-Montérégie East Partnership for the English-Speaking Community
  - Townshippers' Association
- + Any other community organization working with English-speaking clientele



Population  
**1 103 475**  
 2016 Census of Canada  
 Recensement du Canada, 2016

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**13,7 %**  
 of Quebec  
 du Québec