

# Lanaudière

## *Accessibility for Everyone: Better Serving the Anglophone Population in Their Own Language*



MARCH 2011

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Agence de la santé  
et des services sociaux  
de Lanaudière

Québec 

# Overall Purpose of Study

- “ To verify whether there is consistency between services offered and services provided to Lanaudièrè\$ anglophone community in the area of health and social services.
  
- “ Target objectives:
  - ❖ To **adjust** the health and social services offered in the region based on the anglophone population\$ needs, especially for youth and the elderly.
  
  - ❖ To make the anglophone population aware of the health and social services offered in their language (oral and written), especially those delivered to youth and the elderly.



# Overall Purpose of Study

## Why prioritize these objectives?

- ” To **improve** the accessibility and quality of services.
- ” To **improve** the provision of care for at-risk clients, i.e., youth (aged 0 to 25) and the elderly (aged 65 and over).



# SPECIFIC OBJECTIVES

- 1) **To identify** **the** services that are currently delivered in English.
- 2) **To determine** whether these services meet the needs of anglophones and what services should be provided.
- 3) **To identify** **the** documents that are available in English.
- 4) **To determine** which documents **should be** translated.
- 5) **To distribute** French-English glossaries in our area.



# Profile of Lanaudière

- “ Population of 476,553 in 2011.
- “ It is the sixth most populous region in Quebec, representing one-fifth of the province's population.
- “ The population is growing by about 7.7% per year, which is more than double the Quebec average of 3.5%.
- “ It is the region with the highest demographic growth after Nunavut, with the incoming population mainly relocating from Montreal.
- “ The population is characterized by relatively rapid aging.
- “ The population tends to have somewhat limited social networks, primarily among people aged 65 and over.



# The North

- “ In 2011, its total population represented 43% of Lanaudière’s population (199,607).
- “ It covers an area of 11,894.9 km<sup>2</sup> or 96% of the region.
- “ The area is primarily rural.
- “ The highest concentration of unilingual anglophones is found in the region of the north, especially among the elderly; many of these residents are originally from Europe.
- “ Lanaudière’s only designated institution is found in the north, i.e., the CHSLD Heather long-term care facility.
- “ Living further away from Montreal, anglophones do not have rapid, easy access to the city’s anglophone institutions.
- “ There are two elementary schools and one high school that belong to categories 8 and 9 on Quebec’s poverty index, which is indicative of the region’s profound poverty.



# The South

- “ In 2011, its total population represented 56% of Lanaudière's population (258,355).
- “ It covers an area of 518.8km<sup>2</sup>.
- “ The area is primarily urban.
- “ The population is younger, less underprivileged, and more highly educated than in the north; it is also more bilingual.
- “ The region has undergone strong population growth in the past five years.
- “ Since the region is located in suburban Montreal, the south's anglophone population often seeks treatment in the city in order to obtain services in English.
- “ There are two elementary schools and one high school with an average rating of 5 out of 10 on Quebec's poverty index.



# METHODOLOGY

## SEVEN STEPS



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# STEPS

## ” **Step 1**

” Meeting with members of English-language committee and network partners to review the current state of services offered in English.

## ” **Step 2**

” Evaluating the gap between the services offered in English and the population's needs.

## ” **Step 3**

” Taking inventory of documents available in English and identifying documents to be translated.



# STEPS (continued)

## Step 4

Analyzing the collected data.

## Step 5

- 1- Presenting the project to target groups.
- 2- Distributing the French-English glossary.

## Step 6

Developing a communication plan with network partners in order to inform the anglophone population about services and translated documents that exist in English.



# STEPS (continued)

## Step 7

Meet with partners again to present the latest results and find solutions for improving services.



# PROFILE OF STUDY PARTICIPANTS



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# Challenge

“ To reach the anglophone population, which is scattered, divided among multiple religious communities, and for which there is no official organization linking the community to the network.



# Participants

“ **Over 30 representatives of institutions belonging to the public network:**

- . Agence de la Santé et des Services Sociaux de Lanaudière (family medicine groups, prehospital emergency care services, public health)
- . **CSSS** (hospitals, CLSC/Info-Santé, CHSLD long-term care facilities, day centres)
- . Registered private CHSLDs
- . Youth centres
- . CRDP Le Bouclier physical disability rehabilitation centre
- . CR La Myriade rehabilitation centre

“ **Over 40 representatives from schools belonging to the Sir Wilfrid Laurier School Board:**

- . School principals
- . Teachers
- . Social workers
- . Special needs educators

“ **Almost 200 representatives of the general public:**

- . Parents of children at the six anglophone schools and of special education service users
- . Users of community organizations such as Friday Friends, Royal Canadian Legion, and Quebec Women's Institute
- . Churches



# Methods

- “ Quantitative method:  
Everyone interviewed must first complete an evaluation questionnaire.
  
- “ Qualitative method:  
17 **Focus** groups and 30 one-on-one interviews to:
  - . **collect** participants' opinions
  - . determine whether their needs are being met
  - . determine what still needs to be improved



# Lanaudière Statistics

	Lanaudière Anglophones		North Anglophones		South Anglophones	
	%	n	%	n	%	n
Anglophone population	1.7	7,145	1.6	3,010	1.8	4,135
% of families living below the poverty line	37		36.4		38.6	
% with income below \$10,000/year	24		25.6		23	
Unemployment rate for those 15 and older	5.9		8.2		5.0	
% of the population without a high school diploma	27.7		34		23	
Single-parent families	33		37.5		28.3	
% aged over 65 (in 2006)	16.1		27.0		9.4	
% who are youth aged under 18	10.0		8.5		11.0	





# RESULTS

Stay tuned!



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