

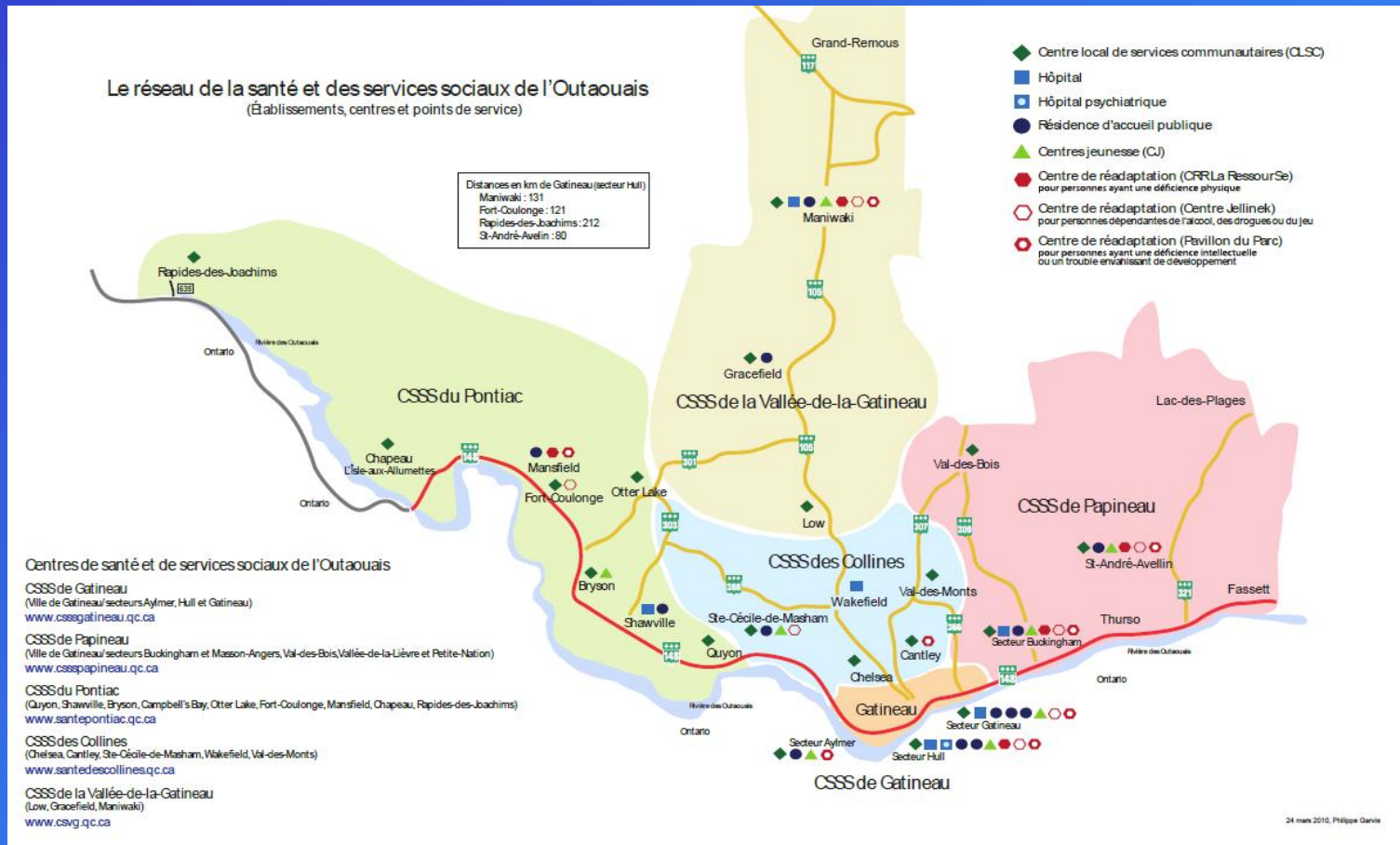
PROJECTS TO IMPROVE HEALTH AND SOCIAL SERVICES IN THE OUTAOUAIS REGION

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1. The Outaouais Region and Its Population



1. The Region (continued)

- “ Estimated population of 357,000 in 2009;
- “ Represents 4% of Quebec's population;
- “ Population growth of 8% between the 2001 and 2006 censuses, which was double the rate in the rest of Quebec;
- “ 5% of the anglophone population in 2006 was living in another province five years previously.

1. The Region (continued)

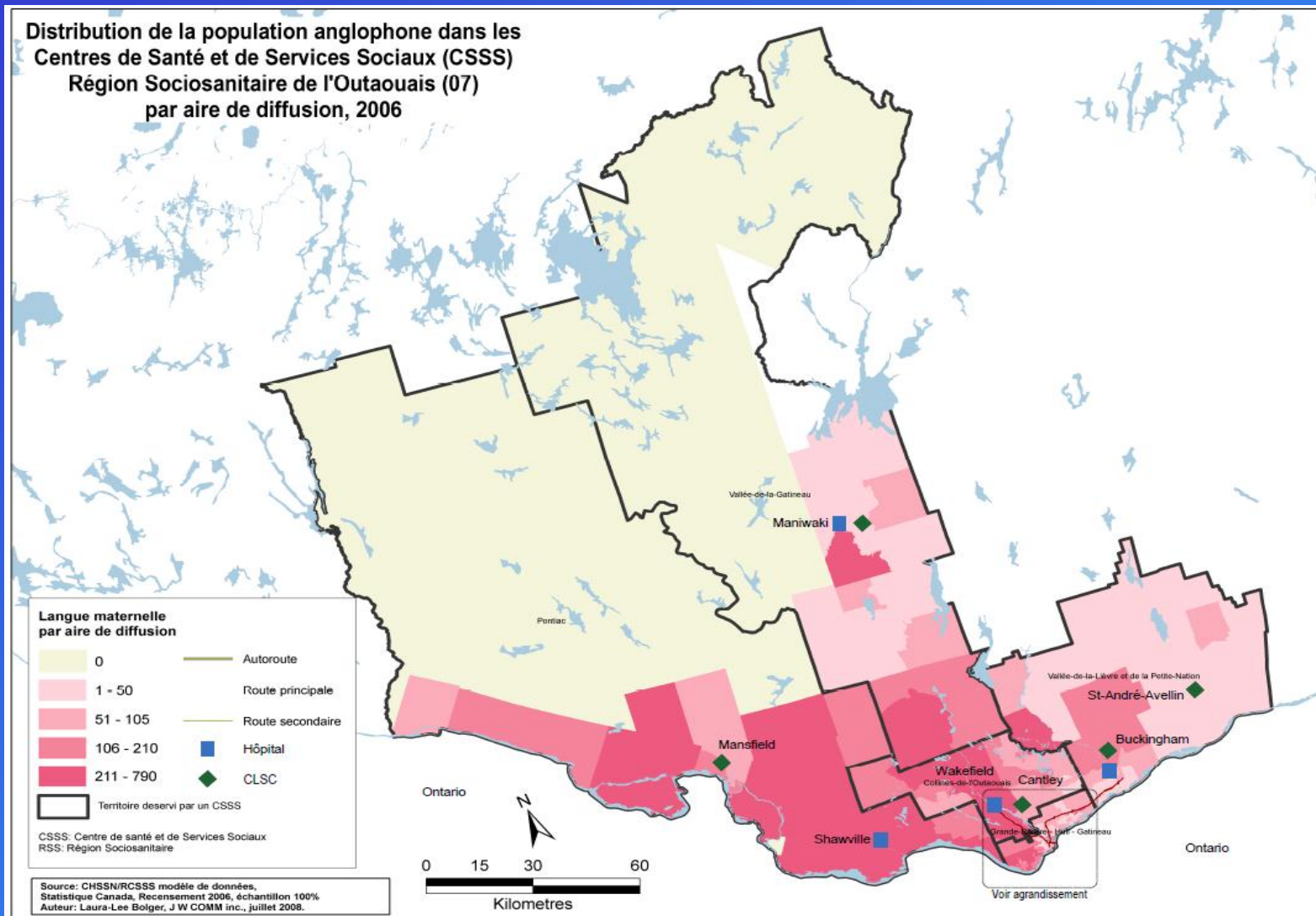
- “ In Quebec, English-speaking individuals represent 13.4% of the overall population;
- “ 92% of these are concentrated in three regions: Montreal (80.5%), the Outaouais (6%), and the Estrie (5%);
- “ In the Outaouais, there are 58,720 anglophones, representing 17.4% of the population.

1. The Outaouais Region and Its Anglophone Population

Population	Quebec	Outaouais	Gatineau HSSC	Collines HSSC	Papineau HSSC	Pontiac HSSC	Vallée-de-la-Gatineau HSSC
Anglophone	994,720	58,720	32,565	8,295	3,765	10,745	3,355
Percentage	13.4%	17.4%	15%	26.7%	7.6%	54.7%	16.5%

“ Source: Statistics Canada, 2006 Census. With respect to the concept of “first official language spoken,” multiple responses were distributed equally among francophones and anglophones.

1. The Region (continued)



1. The Region (continued)

- “ There are three areas where there is a particularly strong anglophone presence:
 - . Pontiac HSSC: 54.7%
 - . Aylmer district of Gatineau HSSC: 33.5%
 - . Collines HSSC: 26.7%

- “ 97% of the region's doctors and 60% of its nurses are capable of conversing in English;

- “ Proximity to Ontario, with movement of Quebec clientele to Ontario and Ontario population to Quebec.

1. The Region (continued)

- “ There is little difference between francophones and anglophones in terms of age, with the 24-to-44 age group being slightly larger;
- “ In most areas, unemployment affects a higher proportion of anglophones than francophones;
- “ Across all areas, a higher proportion of anglophones than francophones have an annual income of less than \$10,000;
- “ With the exception of the Gatineau and Pontiac HSSC areas, the proportion of anglophones with an income above \$50,000 is higher than the proportion of francophones.

1. The Region (continued)

- “ Income gaps therefore tend to be wider among the anglophone community;
- “ There is population movement within the region, with some areas having suffered a reduction in anglophone residents: Pontiac, Collines, Papineau, Aylmer district of Gatineau;
- “ Areas where the anglophone population has grown: Gatineau HSSC (especially Gatineau district);
- “ Possible explanations: housing prices, access to daycare services, loss of jobs in the forestry industry.

2. Improvement Projects

- “ Translation of Web sites for two institutions
- “ Translation of Agir elderly training program for patient service associates
- “ STAND UP! fall prevention program offered to a group of seniors in English
- “ Alternative education program for children with severe behavioural problems, run in collaboration with the WSQB
- “ Profile of anglophone population & service needs in one area
- “ Profile of needs and development of links with the anglophone community

Papineau Health and Social Services Centre

Health and Social Services
Access Program for English-
Speaking Individuals at Papineau
HSSC

by Brigitte Massé

Short History of a Major Collaboration

- 2005: Health Canada's Primary Health Care Transition Fund (PHCTF) initiative
- 2006: Engagement of anglophone community in Papineau HSSC area
- 2007: Board resolution to support regional access program
- 2007: First Papineau HSSC access program
- 2008: HSSC representative to support and sit on the local committee
- 2009: Support of PHSSN (Papineau Health and Social Services Network) becomes official
- 2010: Review and evaluation of Papineau HSSC access program
- 2010: Development of a second access program for 2010-2013
- 2010: Financial support via projects for improving services to the anglophone population



Papineau HSSC Area

“ PHSSC as a Whole

In 2006: 7.6% of the population was anglophone
(3,560 people)

“ Vallée-de-la-Lièvre District

87.6% of the area's anglophones

“ Petite-Nation District

14.9% of the area's anglophones

“ The % of people aged 65 and over is higher among the anglophone population than the francophone population (18.1% versus 12.5%)

Starting Point

Objective

To understand the level of awareness and satisfaction with respect to PHSSC services aimed at the anglophone population.

Why?

In order to continue improving our services for the purpose of sufficiently addressing the needs of our population as a whole.

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A Powerful Tool

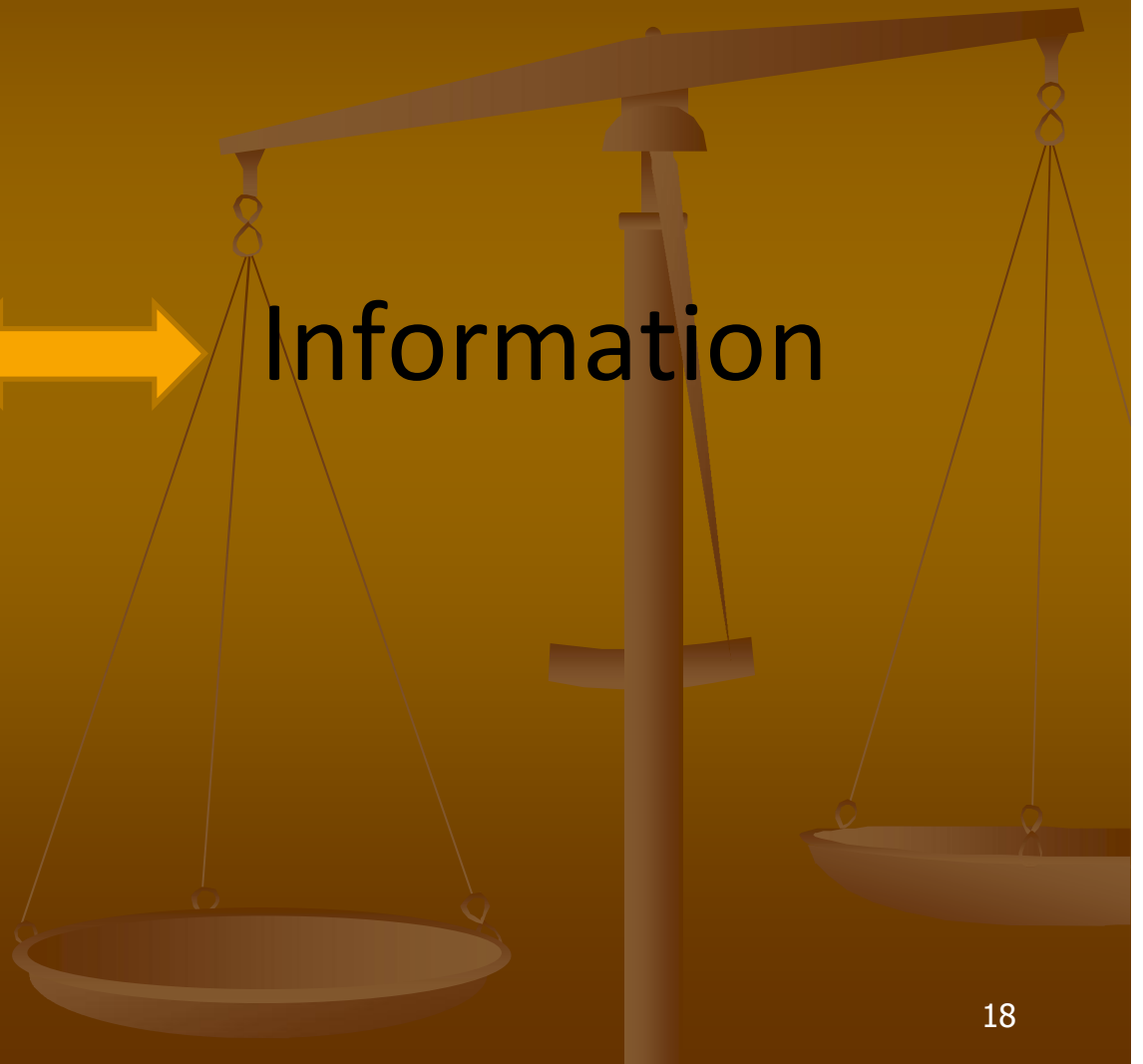
PHSSN

**Papineau Health and Social
Services Network**

Access



Information



What Does Access to Services Mean?

- Being able to receive professional services in English.
- Being able to receive services close at hand.
- Being able to receive all required information and help at the desired time (in English).

What Does the PHSSN Do?

- It enables the distribution of information throughout the area
- It supports the HSSC's access program
- It serves as a vital link between the anglophone community and the HSSC
- It works to develop a network of information and activities with the community

Access Program Activities

Ongoing

- Information sessions about services
- Supporting the actions of the PHSSN
- Distributing information about health and social services
- Working to build connections in the area
- Assessment of early childhood needs

Future

- Diabetes course
- Services fair
- Early childhood action plan

Factors in Success

- Respect
- Sharing
- Continuity
- Recognition
- ENJOYMENT

Conclusion

Since the start of the project, many connections have been established with our anglophone population. Many concrete actions have been successfully implemented. Our responsibility to the population requires that we continue our work. In this sense, the anglophone population's access to services should be an ongoing concern.