

Agence de la santé et des services sociaux de la Montérégie

Liaison agents for English services in the Montérégie – pilot-project

*Improving access to health and
social services for English-speaking
persons of the Montérégie*



Objectives of the project

- Improve relations between English-speaking communities and healthcare facilities
- Improve and increase access to documentation in English
- Measure the satisfaction rate of English-speaking users with regards to the accessibility on services offered in English

Objectives of the project

- Explore new ways of working to better respond to the needs of English-speaking communities and adapt services in consequence
- Develop tools to improve accessibility to services and share them with all facilities

Global wrap-up

- Liaison agents and access program to health and social services for English-speaking persons of the Montérégie
- Improved access to English services due to the work of the liaison agents

Benefits for the Montérégie

- Fosters exchange between the English-speaking community and the healthcare network in the Montérégie
- Motivation of healthcare workers by way of activities developed by liaison agents
- Carrying out of several collaborative projects

Promising initiatives for the Montérégie

- The project puts the spotlight on the importance of creative initiatives for the English-speaking communities of the Montérégie

Promising initiatives for the Montérégie

- Outreach activities
- Meetings with partners in order to foster a common understanding of integrative philosophies
- Increased communication between healthcare professionals and users

Promising initiatives for the Montérégie

- Presentations regarding available services
- Support of healthcare workers
- Lunch/break conversation activities
- Consciouness raising activities for the English-speaking community
- Community resource list for the English-speaking community

Tx!

