Lanaudière

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



Agence de la santé et des services sociation de Lanaudière

Overall Purpose of Study

- To verify whether there is consistency between services offered and services provided to Lanaudièrecs 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 population population population.
 - 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

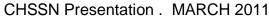
- Why prioritize these objectives?
- To improve the accessibility and quality of services.
- "To improve the provision of care for atrisk clients, i.e., youth (aged 0 to 25) and the elderly (aged 65 and over).





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 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 Lanaudièreq population (199,607).
- ["] It covers an area of 11,894.9 km² 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.
- Lanaudièrecs 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 anglophone institutions.
- There are two elementary schools and one high school that belong to categories 8 and 9 on Quebecq poverty index, which is indicative of the regionq profound poverty.





The South

- In 2011, its total population represented 56% of Lanaudièreq population (258,355).
- ["] It covers an area of 518.8km².
- *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 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 Quebecos poverty index.





METHODOLOGY

SEVEN STEPS





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 is 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





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 Womence 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 participantsqopinions
 - . 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		
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RESULTS

Stay tuned!



