



Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie - Centre
hospitalier universitaire
de Sherbrooke



Institut universitaire de première ligne
en santé et services sociaux

Responding Better to the Needs of Linguistic and Cultural Communities of the Eastern Townships

CHSSN Building Together 2023
Conference
19 January 2023

Anta Niang

Institutional Researcher, Institut universitaire de première ligne en santé et services sociaux du CIUSSS de l'Estrie - CHUS
Associate Professor, School of Social Work, Université de Sherbrooke

Joanna Bateman

Executive Director, Literacy in Action

Literacy challenges in Quebec

Some highlights

```
graph LR; A[Some highlights] --- B[53% of Anglophones in Quebec have low literacy skills]; A --- C[56% of Francophones with low literacy skills in Quebec];
```

53% of Anglophones in Quebec have low literacy skills

56% of Francophones with low literacy skills in Quebec

The mandate of Literacy in Action

Literacy: "The ability to understand, evaluate, use and engage with written texts in order to participate in society, achieve one's goals and develop one's knowledge and potential" (Organisation for Economic Co-operation and Development, OECD)

- ❖ Addressing adult and family literacy issues in the English language
 - Tutoring
 - Provision of community and prevention activities
- ❖ Creating training tools and programs
- ❖ Advocacy

The birth of the Health Services English Learners' Program (H.E.L.P)

- ❖ Pilot project launched in the fall of 2017 as a partnership between CIUSSS de l'Estrie-CHUS (Caroline van Rossum) and Literacy in Action (Joanna Bateman)
- ❖ Objective: To improve the accessibility and adaptability of front-line services for English-speaking people in the Eastern Townships through a mentoring program to help Francophone health and social services professionals better communicate with English-speaking users
- ❖ Learner support via an online course offered by McGill University
- ❖ Process:
 - Pairing of volunteer tutors recruited by LIA with learners from the health and social services network
 - Various meeting options (e.g. in person, telephone, Skype, etc.)
 - Various meeting places (e.g. hospital cafeteria, library, café, park, etc.)

Results and challenges

❖ Successful project

- Increase in the number of learners and tutors
- Cultural exchanges
- Renewal of the partnership

❖ But...challenges

- Meeting planning (schedule) and time constraints
- Defining meeting objectives to guide conversations
- Demand vs. capacity

The pandemic as a lever for reflection on HELP

- ❖ Several challenges related to the pandemic
- ❖ But...an opportunity to reflect on the follow-up to the HELP project
 - Assessment of opportunities
 - Sustainability of the project management
 - Development of new learning strategies
- ❖ Importance of distinguishing between HELP and HELP 2.0

The origin of the research project

- ❖ This is the result of a desire to link research to the realities and needs of the community:
 - Better equip health and social services workers to promote better access to health and social services for the English-speaking community
 - Preventing judicialization in youth protection by promoting intervention by families in vulnerable situations
 - in particular the linguistic minority (English-speaking)
 - taking into account the cultural dimension

A research project based on a collaborative approach

- ❖ A multi-disciplinary, multi-site research team with varied expertise
 - Several co-researchers: **Joanna Bateman**; **Naima Bentayeb**, Institutional Researcher, SHERPA University Institute, Montreal; **Claude Charpentier**, Associate Professor, Bishop's University, Sherbrooke; **Anta Niang**; **Julie Noël**, Assistant Professor, School of Social Work, University of Sherbrooke; **Caroline van Rossum**, Coordinator of Services to the English-Speaking Population, CIUSSS de l'Estrie-CHUS, Sherbrooke; **Rosita Vargas Diaz**, Assistant Professor, School of Social Work and Criminology, Laval University
 - 4 professional co-researchers; students; LIA community coordinator (to come)

- ❖ Community and institutional partners
 - Literacy in Action; Mental Health Estrie
 - Direction de la protection de la jeunesse (DPJ), CIUSSS de l'Estrie-CHUS; Direction du programme jeunesse (DPJe), CIUSSS de l'Estrie-CHUS; Direction de la qualité, de l'éthique, de la performance et du partenariat (DQÉPP), CIUSSS de l'Estrie-CHUS

- ❖ A research project funded by the Vitae Foundation

A research project based on a participatory and evaluative approach - Objectives

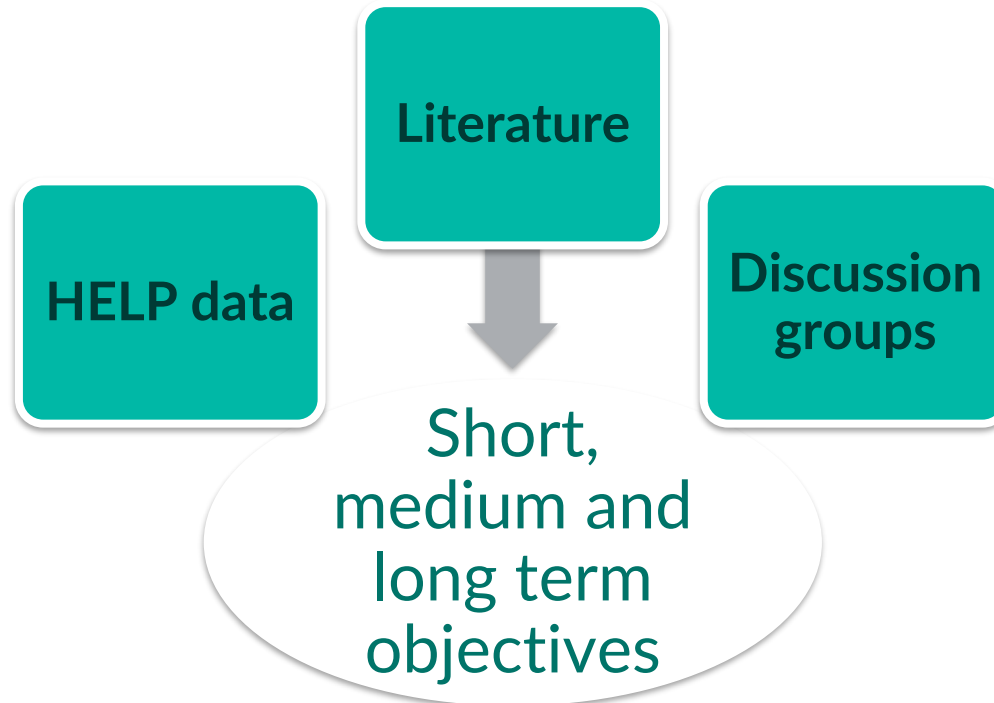
General objective: To evaluate the implementation process of a new version of HELP (HELP 2.0) by promoting a participatory approach

Identify the needs of the English-speaking community
(access to services, language learning)

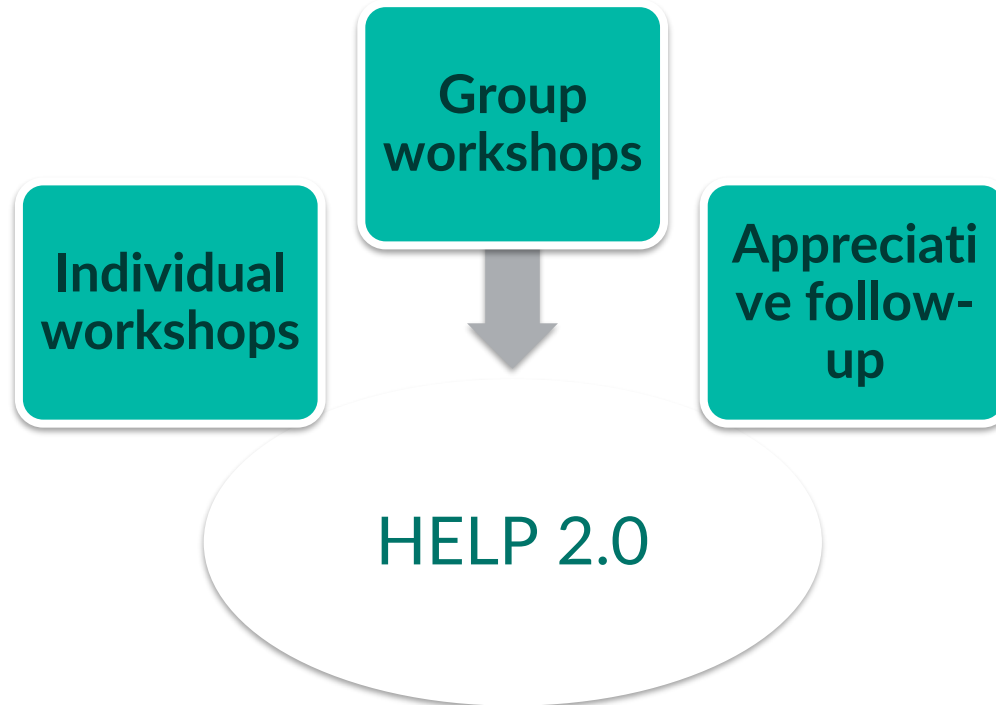
Co-develop the new version of HELP

Evaluate the implementation of the new version of HELP

Step 1. Identify the needs of the English-speaking community
(access to services, language learning)



Step 2. Co-develop the new version of HELP



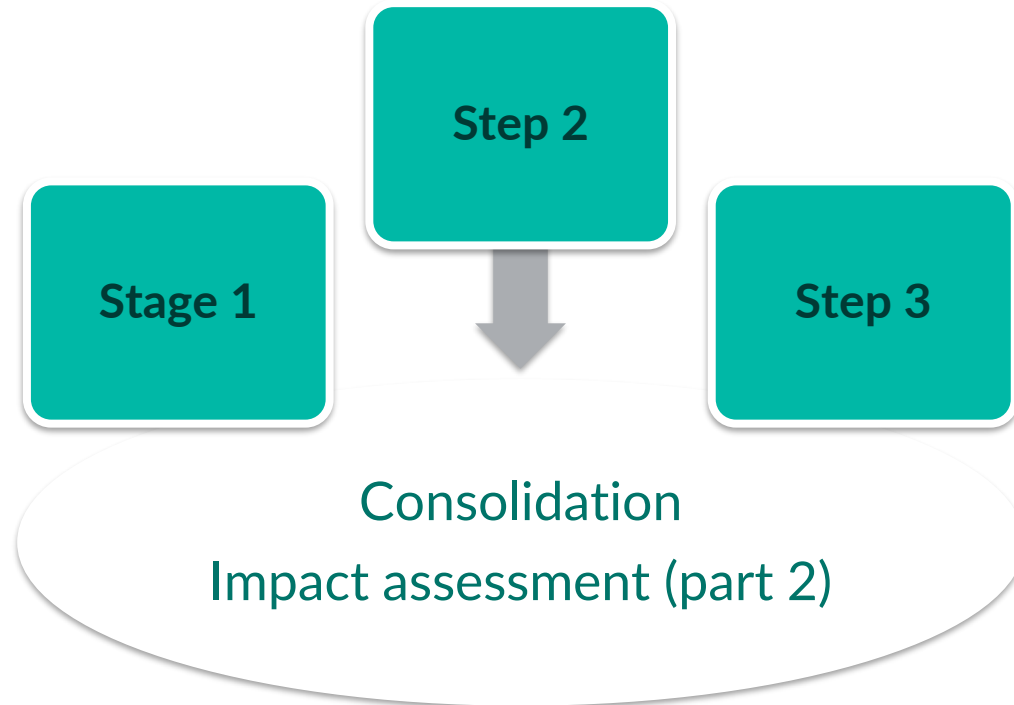
Step 3. Evaluate the process of programme implementation

**Tutor discussion
groups**

**Discussion
groups Learners**

- Understanding of experiences
- What did and did not work

Step 3. Evaluate the implementation of the programme



- ❖ Why share this project today?
 - Institutional (McGill, CIUSSS Estrie-CHUS), community (NPO) and field (professionals and citizens) collaboration
 - Fostering a participatory approach: Identifying and recognising the needs of the community (by and for)
 - Promoting temporal alignment

- ❖ Willingness to explore the winning conditions for building together to better meet the needs of the linguistic and cultural community



Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke



Institut universitaire de première ligne
en santé et services sociaux

Better meet the needs of the linguistic and cultural communities of the Eastern Townships

Thank you for your
attention

To contact us:

Anta Niang

anta.niang.ciusse-chus@ssss.gouv.qc.ca

Joanna Bateman

Joanna.bateman@lia-estrie.org