

# CHSSN

COMMUNITY HEALTH & SOCIAL SERVICES NETWORK | RÉSEAU COMMUNAUTAIRE DE SANTÉ ET DE SERVICES SOCIAUX

## Adaptation Initiative

PROJECT GUIDE | 2023–2028



# Adaptation Initiative

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PROJECT GUIDE | 2023–2028

# Building Equitable Access

This guide to the CHSSN Adaptation Projects 2023–2028 gives the descriptions of the projects being carried out by our public partners to improve access to health services across the province. These projects take into account the diverse regional realities of the English-speaking communities and are designed to have a direct impact on the ability of an English-speaking client to access services in English. Each region develops a project that will advance their capacities to understand the needs of the community and better respond to them. The primary objectives of this program are to 1) improve access to health and social services in English in all regions and 2) support better communication and partnerships between the English-speaking community and public health establishments.

Since 2004 the CHSSN has supported the public health system to adapt their services with funding from the Federal Government under the Action Plan for Official Languages. Because these Federal resources are invested directly into Quebec's health system through agreements with the CHSSN, the CHSSN has signed a five-year administrative protocol with the Quebec Ministry of Health and Social Services. The agreement ensures that the projects align with Quebec's priorities and conform with legislation governing intergovernmental relations between Quebec and the federal government. Our implementation agreement with Quebec's Ministry of Health and Social Services is the key to ensuring that Health Canada's contribution fully respects Quebec's jurisdiction in the health and social services domain.



The projects generated locally and regionally by the regional entities (CISSS and CIUSSS) will support the implementation of the regional Access Programs for health and services in English. In the past, these projects have demonstrated improved knowledge of communities and their needs, increased partnerships between the public system and English-speaking communities, and increased information documents and communications in English. We believe that the projects described here will have similar impacts.

We at CHSSN believe in the importance of working collaboratively to improve access and the Adaptation Project is an important example of this approach.

**Jennifer Johnson**  
Executive Director  
CHSSN

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# Adaptation of health and social services 2023 – 2028

The development of the CHSSN's Adaptation Initiative was designed to help minority English-speaking communities in the province of Quebec to better meet their health needs. The overall objective of the initiative is to improve access to health and social services for English-speaking people in Quebec, by reducing gaps in access, continuity and quality of English-language services.

The Adaptation projects aim to:

- Develop knowledge of Quebec's English-speaking communities and their needs in terms of access to English-language services.
- Develop measures to improve access to health and social services in one or more of the programs-services identified in the Access Program.
- Create partnerships and enhance outreach to the English-speaking community to support access to English-language services.
- Produce information documents and communication tools in English to better inform the English-speaking community, the network and partners, with information that supports access to English-language services.

This initiative respects the Government of Québec's exclusive jurisdiction in relation to health and social services. It is intended for the Centres intégrés de santé et de services sociaux (CISSS) and the Centres intégrés universitaires de santé et de services sociaux (CIUSSS). It focuses on projects that help better meet the needs of English speakers while complying with the guidelines and priorities of the Ministère de la Santé et des Services sociaux (MSSS – Department of Health and Social Services).

The CHSSN, whose mission is to promote projects and partnerships aiming to improve access to health care and social services in English, invited the CISSSs and CIUSSSs to submit projects before the beginning of April 2023. Then, the MSSS evaluated the eligibility of the projects in terms of direction and priorities. The selected projects were then sent to the CHSSN to be evaluated and decided on.

The CHSSN's evaluation committee assessed the projects submitted to the MSSS and made selections according to the following criteria:

- Relevance of the project in terms of the targeted objective and the results;
- Future impacts on the English-speaking client base;
- Future impacts on activities and the organization of services;
- Future impacts of access to health and social services in English on the results of the programs;
- Collaboration between the public institutions and the community.

Projects were adopted by the members of the CHSSN's board of directors, following which the contribution agreements were approved by the Government of Québec.

# 01

Centre intégré de santé et de services sociaux (CISSS) du

## Bas-Saint-Laurent

\$127,600

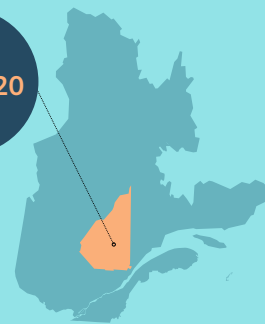


# 02

Centre intégré universitaire de santé et de services sociaux (CIUSSS) du

## Saguenay-Lac-Saint-Jean

\$137,720



### PROJECT > IMPLEMENTATION OF THE ACCESS PROGRAM TO HEALTH SERVICES AND SOCIAL SERVICES IN THE ENGLISH LANGUAGE FOR THE BAS-SAINT-LAURENT REGION.

Address: 355 Boulevard Saint-Germain West  
Rimouski, QC G5L 3N2

#### Objectives

The CISSS du Bas-Saint-Laurent project involves four components for the implementation of its English-language Access Program for the region's community:

1. Research on the English-speaking community carried out in partnership with Heritage Lower Saint-Lawrence;
2. Implementation of the Access Program and ensuring fluidity of the process;
3. Creation of new partnerships with the Gaspésie and Côte-Nord;
4. Development of English-language communication tools (record of users and an English page on the CISSS's website).

#### Partners

- + Heritage Lower Saint-Lawrence (HLSL)
- + Metis Beach School
- + Metis Beach Community Association
- + CASA
- + CISSS du Bas-Saint-Laurent
- + CIUSSS de la Capitale-Nationale
- + Dialogue McGill
- + Comité des usagers du centre intégré (CUCI)
- + Commissaire aux plaintes et à la qualité des services and CAAP

### PROJECT > IMPLEMENTATION OF A STRUCTURE FACILITATING ACCESS TO HEALTH CARE AND SOCIAL SERVICES FOR THE ENGLISH-SPEAKING POPULATION OF THE SAGUENAY-LAC-SAINT-JEAN REGION.

Address: 930 Jacques-Cartier Street East  
Chicoutimi, QC G7H 7K9

#### Objectives

Le CIUSSS du Saguenay-Lac-Saint-Jean is presenting a project to improve access to health care and social services in English in the region. Among the planned activities, official documents will be prepared, a trajectory of care and services will be created, a process for classifying employee knowledge of English will be analyzed, collaboration with emergency pre-hospital care services and management will take place, the website will continue to be developed, families and employees will be made aware, and links with various organizations in the region will be established. Some concrete examples are planned, such as a directory of employees who can provide care and services in English and occasional meetings with pre-hospital emergency care.

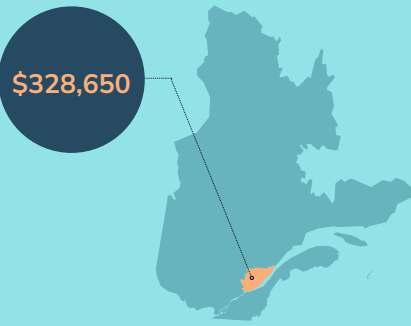
#### Partners

- + Canadian Forces Base Bagotville
- + Centre linguistique du Cégep de Jonquière
- + Centre de ressources pour les familles militaires (CRFM), Canadian Forces Base Bagotville
- + English Community Organization Saguenay-Lac-Saint-Jean (ECO-02)
- + Université du Québec à Chicoutimi (UQAC).

# 03

Centre intégré universitaire  
de santé et de services  
sociaux (CIUSSS) de la

## Capitale- Nationale



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### PROJECT > ADAPTATION OF ENGLISH-LANGUAGE SERVICES OFFERED BY HEALTH AND SOCIAL SERVICE ORGANIZATIONS OF THE CAPITALE-NATIONALE REGION: IMPROVING THE ACCESSIBILITY AND CONTINUITY OF IDENTIFIED SERVICES.

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Address: 2915 Du Bourg-Royal Avenue  
Quebec, QC G1C 3S2

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#### Objectives

The CIUSSS de la Capitale-Nationale is presenting a project to improve access to English-language services. The project has three phases.

#### Phase 1

In partnership with its collaborators, the project seeks to develop knowledge on the English-speaking communities of Quebec City and their needs in terms of access to services in English, using Geodata cartography and technology. This knowledge will then enable the development of measures to improve access to health and social services in one or more service-programs.

First, the project manager in collaboration with its partners, the Centre of Expertise ACCESS, and Jeffery Hale Community Partners can identify health determinants that are deemed priority. These determinants will be used to map service use in CIUSSS de la Capitale-Nationale service-programs. This novel analysis model will enable the visualization of gaps between access to English-language services and the needs for service use in all of the region's community and public service programs.

An analysis of the following service-programs is planned:

- + Public health
- + Youth and youth protection
- + Mental health and addictions (DSMD)
- + Intellectual and physical disabilities and autism spectrum disorder
- + Autonomy support for seniors
- + Nursing care and physical health
- + Multidisciplinary services, including general psycho-social services, health and well-being of women and men, conjugal violence, sexual aggression, etc. (DSM)

#### Phase 2

After the priority analyses, the second phase seeks to create partnerships with targeted community organizations to improve access to services in English. This phase will enable the project manager to develop partnerships with various community organizations by sensitizing them to the reality of inequalities in linguistic access to services. This crucial phase will lead to collaboration between the project manager and leaders of health and social service organizations in the region. The goal of the shared effort is to improve access to the services of community organizations, particularly through the development of staff members' linguistic capacities. This phase of the project will be covered by a strategic action plan with targeted community organizations.

#### Phase 3

Finally, the last phase seeks to consolidate and sustain the adaptation initiative project. This last step will not only enable sustained access to information on services available in English developed in the region's community organizations, it will also make the initiative measurable and exportable. Throughout the project, this will be monitored as a pilot project in the sense that we want realistic and sustained strategies.

#### Partners

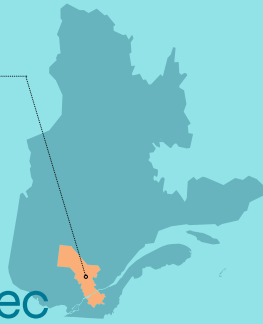
- + Jeffery Hale Community Partners (JH Partners)
- + Centre of Expertise on the Adaptation for English-speaking Communities in Health and Social Services (CE-ACCESS)

# 04

\$241,010

Centre intégré universitaire de santé et de services sociaux (CIUSSS) de la

## Mauricie et Centre-du-Québec



# 05

\$465,200

Centre intégré universitaire de santé et de services sociaux (CIUSSS) de

## l'Estrie-CHUS



PROJECT > SUPPORT FOR IMPROVING ACCESS TO HEALTH AND SOCIAL SERVICES IN ENGLISH FOR THE ENGLISH-SPEAKING COMMUNITY OF THE MAURICIE-ET-DU-CENTRE-DU-QUÉBEC (MCQ) REGION.

Address: 858 terrasse Turcotte  
Trois-Rivières, QC G9A 5C5

### Objectives

The project aims to improve access to health and social services in English for Anglophones of the Mauricie-Centre-du-Québec region. Based on collaboration between the CIUSSS de la Mauricie et du Centre-du-Québec and the Centre for Access to Services in English (CASE), the project's objectives are to:

- + Strengthen the link with the English-speaking population
- + Develop partnerships in the community
- + Support the institution's teams
- + Assess the impact of the Access Program to services in English
- + Inform the population about how health services function
- + Sensitize Francophone organizations to the needs of Anglophones
- + Create and publish adapted communication and information documents in English

### Partners

- + Centre for Access to Services in English (CASE)
- + The region's elementary and high schools

PROJECT > IMPROVING ACCESS TO SERVICES AND CARE IN ENGLISH, AND PARTNERSHIP TO ENHANCE THE VITALITY OF ENGLISH-SPEAKING COMMUNITIES IN ESTRIE.

Address: 375 Argyll Street  
Sherbrooke, QC J1J 3H5

### Objectives

The general objective and measures of the CIUSSS de l'Estrie-CHUS are to improve the adequacy of health and social services for English-speaking communities in the Estrie region. In particular, this involves improving referral mechanisms and clinical intervention for English-speaking people. Then to promote and make available services in English for personnel and the population. The CIUSSS wants to adapt services to the needs and cultural specificities of vulnerable English-speaking people, to strengthen collaboration between community groups, to develop and evaluate a mentoring program for staff of the CIUSSS de l'Estrie-CHUS.

### Partners

The following list of partners, though not exhaustive, demonstrates the importance of the Adaptation Project in our community.

- + Maison de la Famille
- + La Relève du Haut St-François (HSF)
- + Townshippers' Association
- + Les centres d'action bénévole (Granby, Missisquoi North, HSF)
- + Les Centres d'action bénévole
- + Literacy in Action
- + Ville de Waterloo
- + Yamaska Literacy Council
- + Bishop's University
- + Sherpa Research Group
- + La Pédiatrie sociale de Waterloo
- + La Taule
- + Espace familles
- + Phelps Helps
- + Y4Y Québec
- + Équipe Ressources Relais
- + Waterloo Elementary School
- + Mental Health Estrie



# 06

Centre intégré universitaire de santé et de services sociaux (CIUSSS) du

## Centre-Sud-de-l'Île-de-Montréal

\$1,064,200



# 07

Centre intégré de santé et de services sociaux (CISSS) de

## Outaouais

\$453,500



### PROJECT > SUPPORT AND IMPROVE THE ACCESSIBILITY OF SERVICES IN ENGLISH FOR THE ENGLISH-SPEAKING POPULATION OF MONTREAL.

Address: 1560 Sherbrooke East  
Montreal, QC H2L 4M1

#### Objectives

The project proposed by the Table régionale de concertation pour l'accès aux services en langue anglaise du réseau de la santé et des services sociaux de Montréal comprises three main projects for the next five years:

1. Geodata Project: an analysis of health needs of the Anglophone population based on the experience of the CIUSSS de la Capitale Nationale.
2. Communicate to Care: a centre for health literacy with a virtual library of translated documents for caregivers and patients.
3. Support the Centre de la communauté sourde du Montréal métropolitain (CCSMM) for its services with or without an interpreter for the provision of services in English.

In addition, as service-programs are analyzed, partnerships will be established with associations to improve the awareness of and access to services. (For example, for seniors, support for informal caregivers).

#### Partners

Montreal's 10 institutions: five CIUSSS's and five institutions that were not merged.

According to the service-programs analyzed, partnerships will be established with associations to improve the awareness of and access to services. (For example, consultations and partnerships with seniors' NGOs, support for informal caregivers for the SAPA service-program.)

### PROJECT > ADAPT HEALTH AND SOCIAL SERVICES FOR ENGLISH-SPEAKING PEOPLE 2023–2028 CISSS DE L'OUTAOUAIS.

Address: 80 Gatineau Avenue  
Gatineau, QC J8T 4J3

#### Objectives

To improve access for the English-speaking population to health and social services, the CISSS de l'Outaouais will sensitize employees and partners to the 2023–2028 adaptation project, which aims to promote the services offered and to facilitate movement within the network. The CISSS also wants to better understand the needs of English-speaking populations and offer them objective responses. The five-year program addresses all age groups, especially 0 to 5 years. The CISSS de l'Outaouais will continue the work of past projects and collaborate with local partners and community organizations.

#### Partners

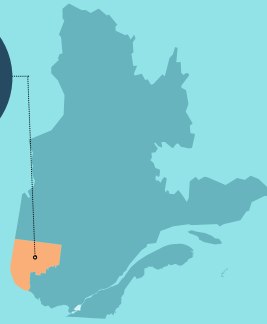
- + Connexions Resource Centre
- + Local partners and community organizations serving the English-speaking population
- + School boards and childcare centres
- + Social development tables
- + Regional English-language Access Committee

# 08

\$212,840

Centre intégré de santé  
et de services sociaux  
(CISSS) de

## l'Abitibi- Témiscamingue



PROJECT > **DEPLOYMENT OF THE ACCESS PROGRAM  
FOR ENGLISH-SPEAKING PEOPLE WHO USE HEALTH  
AND SOCIAL SERVICES OF THE CISSS DE L'ABITIBI-  
TÉMISCAMINGUE.**

Address: 1, 9th Street  
Rouyn-Noranda, QC J9X 2A9

### Objectives

This project is consistent with the needs expressed during various consultation activities organized with partners and the English-speaking community in the process of updating the English-language Access Program (Programme d'accès en langue anglaise PALA). The project has four components:

1. Creation of a regional bank of English-language interpreters available 24/7, trained for cultural safety;
2. Funding for interpreters who provide simultaneous services to hold collaborative meetings with English-speaking Indigenous partners;
3. Translation of priority documents and update of the English section of the website;
4. Development and implementation of an external and internal communication strategy to promote available documentation and services.

### Partners

- + Val d'Or Native Friendship Centre
- + Centre d'entraide et d'amitié autochtone de Senneterre (CEAAS)
- + Centre résidentiel communautaire d'Abitibi-Témiscamingue (CRC-ATNQ)
- + Western Quebec School Board
- + Kebaowek – Kipawa First Nation Band Council
- + Long Point Band Council
- + Timiskaming Band Council
- + Wolf Lake Band Council
- + Neighbours Regional Association of Rouyn-Noranda
- + Université du Québec en Abitibi-Témiscamingue (UQAT)
- + Wiichihituwini (Cree Patient Services) / Cree Board of Health and Social Services of James Bay
- + CÉGEP de l'Abitibi-Témiscamingue
- + Centre de détention d'Amos
- + Centre résidentiel communautaire de l'Abitibi-Témiscamingue et du Nord-du-Québec (CRC-ATNQ)
- + Regional English-language committee

# 09

\$307,450



Centre intégré de santé  
et de services sociaux  
(CISSS) de la

**Côte-Nord**

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## PROJECT > CONQUERING LANGUAGE BARRIERS AND PROMOTING AVAILABLE SERVICES TO ALL STAKEHOLDERS CONCERNED.

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Address: 835 Boulevard Jolliet  
Baie-Comeau, QC G5C 1P5

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### Objectives

The main objectives of the CISSS project are to communicate and promote the solutions already implemented in recent years so they are used to their full potential; this is to involve all stakeholders concerned in order to conquer language barriers. Another important objective is to sensitize each employee of the CISSS de la Côte-Nord, regardless of their job title or territory covered, to the fact that it is their responsibility to welcome and properly guide Anglophone users.

Promotional campaigns with various media and particularly through social media networks for the following services already in place:

- + Formal regional interpreter service (liaison officer) based at the Hôpital de Sept-Îles
- + Pictograms to guide users in the Hôpital de Sept-Îles
- + Informal interpreter service: ALLO Program (employees' yellow card)
- + Sensitize staff and users to the Access Program and promote it.

Create a Web geo-location app or interactive map to help Anglophone users navigate the hospital in Sept-Îles.

Translation (for all facilities of the CISSS de la Côte-Nord); Provide Anglophone clients and their families with English communications and information documents as well as access in English to the institution's Internet site:

- + Translate and print some information flyers to make them available to Anglophone clients;
- + Translate some sections of the institution's website.

### Partners

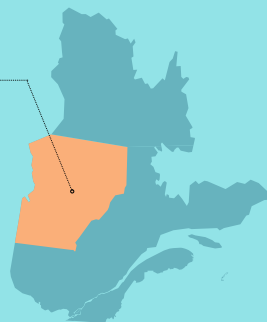
- + Members of the English-speaking community
- + The two community organizations representing the rights of Anglophones in the region, i.e. the North Shore Community Association (NSCA) and the Coasters Association
- + The regional English-language Access Committee
- + The two community organizations with which the CISSS has been working for years will relay the promotional campaigns developed by the CISSS through various communications means, such as social media. They will also help us reach the English-speaking population for the surveys we wish to carry out.

# 10

Centre régional de santé  
et de services sociaux  
(CRSSS) de la

## Baie-James

\$116,000

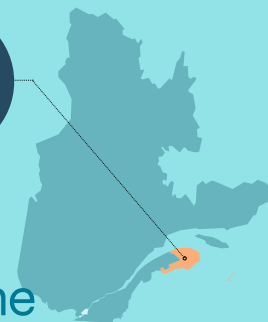


# 11

Centre intégré de santé  
et de services sociaux  
(CISSS) de la

## Gaspésie- Îles-de-la-Madeleine

\$281,700



### PROJECT > ADAPTATION OF THE PARTNER AND USER CONSULTATION PROCESS, DEVELOPMENT OF STAFF SKILLS, AND IMPROVEMENT OF ACCESS TO TRANSLATION AND INTERPRETATION AT THE CRSSS DE LA BAIE-JAMES.

Address: 312 3rd Street  
Chibougamau, QC G8P 1N5

#### Objectives

In the area served by the CRSSS de la Baie-James, most of the English-speaking population comes from the Cree Nation.

With the labour shortage, the region is also experiencing a rapid increase in immigrant labour in which the first official language spoken is English. In this context, the 2023–2028 CRSSS de la Baie-James project to adapt English-language services has three components. The first consists of developing a partner and patient consultation process that fosters cultural safety and inclusion. In the project's second component, the CRSSS de la Baie-James wants to develop a program of activities to maintain English-language skills and to network among its institution's staff. Finally, the third component consists of improving access to documents translated into English and interpreter services for users.

#### Partners

- + Regional Committee for the Access Program to Health Services and Social Services in English in the Nord-du-Québec Region
- + Cree Board of Health and Social Services of James Bay (CBHSSJB)
- + Wiichihiitwin (Cree Patient Services, CBHSSJB)
- + English Community Organization of Saguenay-Lac-Saint-Jean (ECO-02)
- + Neighbours Abitibi-Témiscamingue

### PROJECT > TOGETHER FOR ACCESS TO SERVICES — GASPÉSIE-ÎLES-DE-LA-MADELEINE 2023–2028.

Address: 215 Boulevard de York West  
Gaspé, QC G4X 2W2

#### Objectives

The main goal of this project is to improve the availability of services in English offered by the CISSS Gaspésie-Îles-de-la-Madeleine (GIM) both for clients accessing regular services from the region and for those accessing extra-regional services from Rimouski and Quebec City.

Priorities for the next five years are:

- + Implementation of a data-gathering system for requests for services in English;
- + Implementation and evaluation of a Patient Navigator pilot project for access to services in English in the region and to specialized services provided by the CHR Rimouski (CISSS Bas-St-Laurent);
- + Continuation of the Quebec City Patient Navigator services for those who travel to Quebec for specialized services;
- + Creation and publication of targeted communication campaigns and products in English;
- + Increased collaboration with the community sector to reach personnel and encourage participation in community initiatives.

#### Partners

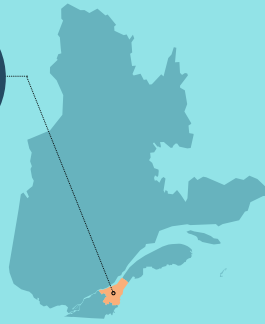
- + Committee for Anglophone Social Action (CASA)
- + Vision Gaspé-Percé Now (Vision)
- + Council for Anglophone Magdalen Islanders (CAMI)

# 12

Centre intégré de santé et de services sociaux (CISSS) de

## Chaudière-Appalaches

\$203,000



# 13

Centre intégré de santé et de services sociaux (CISSS) de

## Laval

\$688,600



### PROJECT > OPTIMIZATION OF ACCESS TO SERVICES IN ENGLISH FOR THE TERRITORIES OF THE RLS D'ALPHONSE-DESJARDINS AND THE THETFORD REGION.

Address: 363 Cameron Road  
Sainte-Marie, QC G6E 3E2

#### Objectives

The Centre intégré de santé et de services sociaux (CISSS) de Chaudière-Appalaches continues to pursue the goal of ensuring access to health and social services for English-speaking people, in a manner that is adapted and adequate, at the clinical, human, and social levels, in partnership with the Megantic English-speaking Community Development Corporation (MCDC). For its 2023–2028 project, the CISSS aims to achieve the following objectives:

1. Optimize access to services in English in the RLS de Lévis and Thetford region, territories that have the highest concentration of English-speaking people.
2. Implement access in particular to English-language health and social services for families and children attending the new English school in Lévis.

#### Partners

- + The Megantic English-speaking Community Development Corporation (MCDC)
- + The Central Quebec School Board
- + Jeffery Hale Community Partners

Other community partners involved in receiving immigrants are likely to be included in the process. The Chaudière-Appalaches region is currently heavily involved in receiving immigrant workers for companies and the health network. For many of these people English is the language of communication.

### PROJECT > ACCOMPANIMENT AND SUPPORT ALONG THE SERVICE CONTINUUMS TO IMPROVE ACCESS TO SERVICES IN ENGLISH AND BETTER REACH THE ENGLISH-SPEAKING COMMUNITY OF LAVAL.

Address: 1755 Boulevard René-Laennec  
Laval, QC H7M 3L9

#### Objectives

Lack of knowledge of available services and proximity to Montreal encourage the habit in the English-speaking community to turn to large designated institutions in Montreal for service. The CISSS proposes a project to establish a support team for services and programs seeking to improve their access for the English-speaking population. The team offers support for:

- + Better understanding the reality and needs of the English-speaking population with regard to the program's services and care;
- + Evaluating access and identifying the challenges and issues involved in access;
- + Based on the issues and challenges, offering training and awareness activities;
- + Proposing solutions and arrangements to improve access;
- + Promoting the services that are available in English to the Laval English-speaking population.

#### Partners

- + The institution's clinical management teams to identify sectors/programs and to implement the actions proposed by the support committee
- + The NPI (Networking and Partnership Initiative), for the identification of the community's needs and communication of information
- + The AGAPE organization, for participation on the support committee and for the navigator service
- + Community organizations of the RLS that wish to improve access to their services in English
- + Human resources department of the CISSS de Laval to recruit bilingual employees and interns, for training and support to teams
- + Communications department of the CISSS de Laval to translate the Internet site and communicate information on the services available in English in Laval

Centre intégré de santé  
et de services sociaux  
(CISSS) de

**Lanaudière**



## PROJECT > IMPROVING ACCESS TO HEALTH AND SOCIAL SERVICES IN ENGLISH AT THE CISSS DE LANAUDIÈRE.

Address: 260 Lavaltrie Street South  
Joliette, QC J6E 5X7

### Objectives

The 2023–2028 project seeks to implement new measures to improve access to health and social services for English-speaking people while consolidating and keeping active some of the objectives of the previous project.

One of the main themes of the 2023–2028 project is the development of strong communication and collaboration links between the CISSS and its partners that offer services specifically to people from the English-speaking community and with the organizations that represent them. Sensitization of CISSS staff to the reality of the English-speaking community and implementation of the tools to support them in providing service in English are also among the priorities.

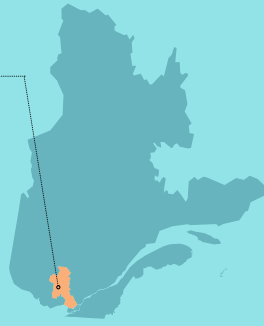
More specifically, the project's objectives are:

- + To sensitize CISSS staff and improve their knowledge of the English-speaking community and the rights of English-speaking users;
- + To promote the Access Program and foster its respect and adoption by CISSS staff;
- + To ensure by various means the provision of service in English in CISSS service-programs and facilities, and especially those indicated in the Access Program;
- + To better understand the needs of the English-speaking community regarding health and social services and access to them in English;
- + To facilitate movement along the service trajectory for English-speaking users and to provide them with services in an equitable manner while taking the language barrier into account;

- + To foster in CISSS staff quality communication in English at reception and service dispensation and to ensure response in English in an emergency;
- + To develop and use information tools and means of communication that enable users and all English-speaking citizens of Lanaudière to know and better understand the services offered, their method of access, and their rights, including their right to receive service in their language.

### Partners

- + Clinical management teams of the CISSS de Lanaudière
- + English Community Organization of Lanaudière (ECOL)
- + Elderhelp of Lanaudière
- + Sir Wilfrid Laurier School Board
- + English schools in the region
- + Community organizations of the region



Centre Intégré de Santé  
et de Services sociaux  
(CISSS) des

## Laurentides

### PROJECT > ADAPTATION OF HEALTH AND SOCIAL SERVICES IN THE LAURENTIANS (RÉGION DES LAURENTIDES).

Address: 290 De Montigny Street  
Saint-Jérôme, QC J7Z 5T3

#### Objectives

The Centre intégré de santé et de services sociaux des Laurentides project seeks to equip caregivers and users to improve their communications and optimize access to health and social services through successful clinical interventions and facilitated movement through our service offer.

- + Development and distribution of tools for the institution's staff working with English-speaking clients, including a component sensitizing staff to the effects of language barriers.
- + Development of communication tools in English to reach the Laurentians population, while respecting the terms and conditions of the Charte de la langue française.
- + Translation of documents produced by the CISSS and designed to inform its clientele regarding care and services offered and/or to enable clients to exercise a right or fulfill a duty.
- + Strengthen the partnership with the Anglophone community, which will facilitate their feedback on our activities, thus enabling improved access to health and social services in English.
- + Evaluation of the impact of the Access Program to Health Services and Social Services in English for the Laurentians, and of the solutions implemented.
- + In collaboration with our partners and the Comité régional pour l'accessibilité des services en langue anglaise (CRASLA), communication of information facilitating the accessibility of services and evaluation of the needs of the Laurentians' English-speaking community in order to adjust our practices and tools.

#### Partners

- + 4Korners, regional community organization
- + Laurentian English Services Advisory Network, consisting of citizens involved in community organizations, public institutions, and service providers to the Anglophone community
- + Sir Wilfrid Laurier School Board
- + CISSS des Laurentides departments responsible for service-programs
- + Our institution's staff working with the clientele
- + Community organizations of the Laurentians

Centres intégrés de santé  
et de services sociaux  
(CISSS) de la

## Montérégie



### PROJECT > ADDITIONAL SUPPORT TO FOSTER IMPLEMENTATION OF ACCESS PROGRAMS AND THE IMPROVEMENT OF ACCESS TO HEALTH AND SOCIAL SERVICES IN ENGLISH IN THE MONTÉRÉGIE.

Address: 3141 Boulevard Taschereau  
Greenfield Park, QC J4V 2H2

#### Objectives

The first aspect of this project concerns liaison officers. Their role is distinct but complementary to that of institutions' English-language Representative *répondant*. Liaison officers are additional resources charged with accomplishing projects and activities that cannot be carried out in the time allocated to responders. The 2023–2028 initiative for the Montérégie involves funding 8 additional days of support per week in the region. The project's second component involves the translation of documents. The translation of documents for the Anglophone population is a request made by all institutions in the region. This facilitates communication with the clientele and guarantees that such clients understand the information required for their good health and safety. While respecting the laws in effect, the main objective of the three CISSSs is to reduce the gaps between the Anglophone community's needs and the current provision of services, by fostering efficient and sustained implementation of Access Program in the Montérégie.

#### Partners

- + Montérégie CISSSs:
  - CISSS Montérégie-Centre
  - CISSS Montérégie-Ouest
  - CISSS Montérégie-Est
- + Comité régional pour les programmes d'accès à des services de santé et des services sociaux en langue anglaise de la région de la Montérégie (Regional Health and Social Services Access Committee)
- + School boards:
  - Riverside
  - Eastern Townships
  - Lester B. Pearson
  - New Frontiers
- + Community organizations representing the English-speaking community:
  - Assistance and Referral Center (ARC)
  - Montérégie West Community Network (MWCN)
  - Montérégie East Partnership for the English-speaking Community (MEPEC)
  - All other community organizations working with an English-speaking clientele



Building stronger,  
healthier  
communities  
together

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Construire  
ensemble des  
communautés  
plus fortes  
et plus saines

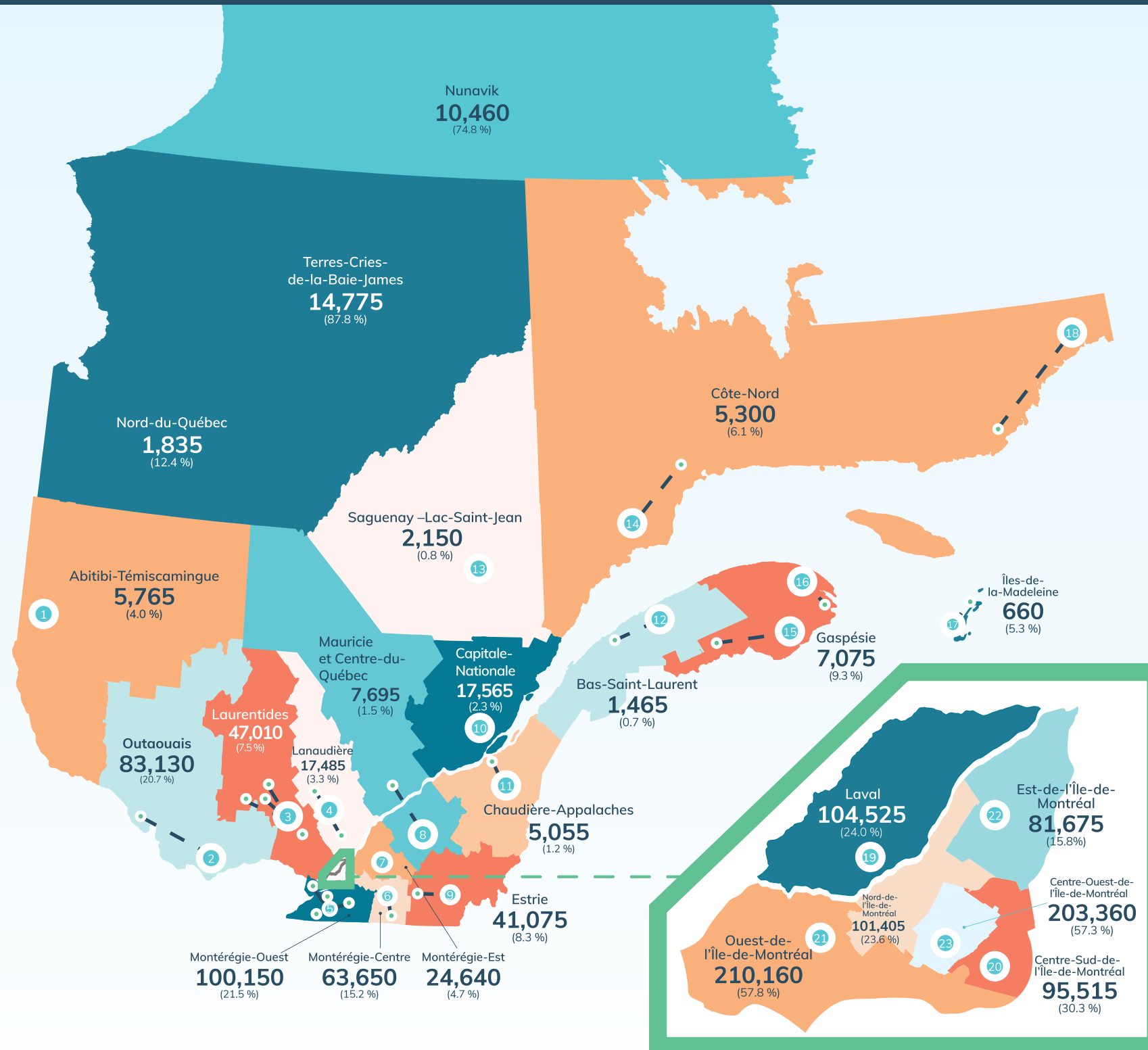
# Networking and Partnership Initiative Initiative de réseautage et de partenariat (NPI)

English-Speaking  
 population in Quebec  
 Population d'expression  
 anglaise du Québec

1,253,580

2021 Census of Canada  
 Recensement du Canada, 2021

14.9%  
 of Quebec  
 du Québec



## The CHSSN NPI Network Le réseau NPI du CHSSN

● Head Office  
 ● Satellite

- 1 **Abitibi-Témiscamingue**  
Neighbours Regional Association
- 2 **Outaouais**  
Connexions Resource Centre
- 3 **Laurentides**  
4Korners
- 4 **Lanaudière**  
English Community Organization of Lanaudière (ECOL)
- 5 **Montérégie-Ouest**  
Montérégie West Community Network (MWCN)
- 6 **Montérégie-Centre**  
Assistance and Referral Centre (ARC)
- 7 **Montérégie-Est**  
Monteregie East Partnership for the English-Speaking Community (MEPEC)
- 8 **Mauricie et Centre-du-Québec**  
Centre for Access to Services in English (CASE)
- 9 **Estrie**  
Townshippers' Association
- 10 **Capitale-Nationale**  
Jeffery Hale Community Partners (JH Partners)
- 11 **Chaudière-Appalaches**  
Megantic English-speaking Community Development Corp. (MCDC)
- 12 **Bas-Saint-Laurent**  
Heritage Lower Saint Lawrence
- 13 **Saguenay-Lac-Saint-Jean**  
English Community Organization of Saguenay - Lac-Saint-Jean (ECO-02)
- 14 **Côte-Nord**  
North Shore Community Association (NSCA)
- 15 **Gaspésie**  
Committee for Anglophone Social Action (CASA)
- 16 **Gaspésie**  
Vision Gaspé-Percé Now (VGPN)
- 17 **Îles-de-la-Madeleine**  
Council for Anglophone Magdalen Islanders (CAMI)
- 18 **Côte-Nord**  
Coasters Association
- 19 **Laval**  
AGAPE - The Youth & Parents AGAPE Association Inc.
- 20 **Centre-Sud-de-l'Île-de-Montréal**  
BGC Dawson - Anglo Family Council (AFC)
- 21 **Ouest-de-l'Île-de-Montréal**  
African Canadian Development & Prevention Network (ACDPN)
- 22 **Est-de-l'Île-de-Montréal**  
East Island Network for English-Language Services (REISA)
- 23 **Centre-Ouest-de-l'Île-de-Montréal**  
Eva Marsden Centre for Social Justice and Aging