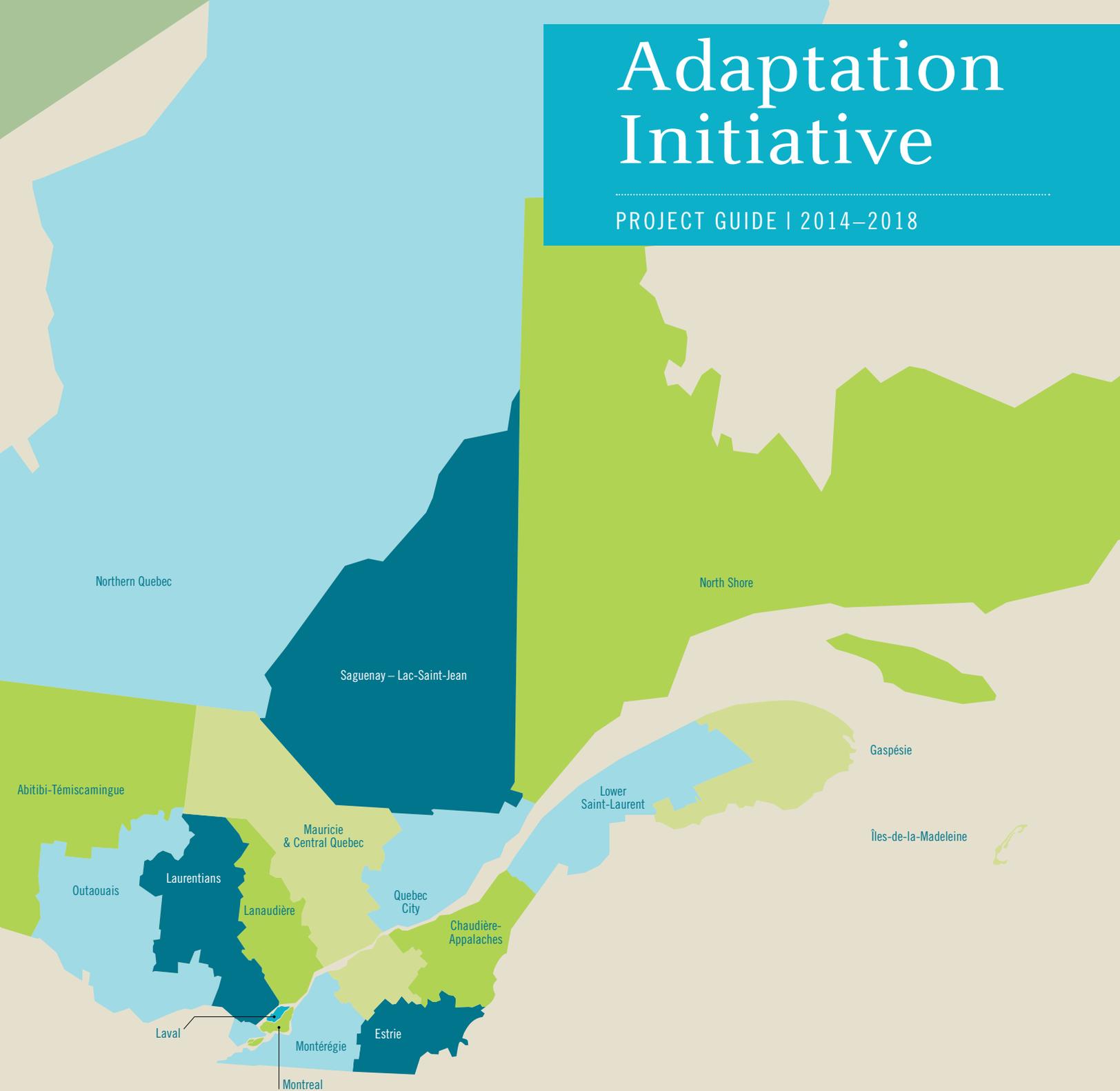


CHSSN

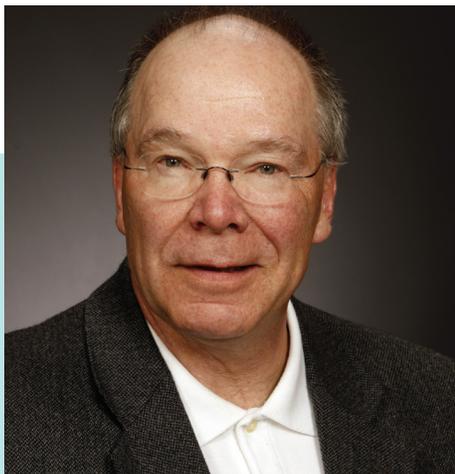
Community Health And Social Services Network
Réseau communautaire de santé et de services sociaux

Adaptation Initiative

PROJECT GUIDE | 2014–2018



PRESIDENT'S MESSAGE



“ By improving access for the English-speaking citizens of Quebec, we enhance the vitality of the communities in which they live. ”

Since its founding in 2000

CHSSN has used research, networking and partnership-building to help local leaders find ways to make health and social services more accessible in English. By improving access for the English-speaking citizens of Quebec, we enhance the vitality of the communities in which they live.

Our implementation agreement with Quebec’s Ministry of Health and Social Services ensures that the investment we receive from Health Canada through the *Roadmap for Canada’s Official Languages 2013–2018: Education, Immigration, Communities* fully respects Quebec’s jurisdiction in the health domain.

Our experience has convinced us that Quebec’s health and social services system is very open to addressing the needs of English-speaking citizens. With the renewal of adaptation funding, we look forward to working closely with the public partners across Quebec to extend the benefits of these partnerships.

Ron Creary

President
CHSSN

“ The partnerships we have forged with the health and social services networks are an important achievement. ”



Patient, respectful collaboration

between communities and the leadership of Quebec's public health and social services system has resulted in innovative adaptation projects across the province, as this guide confirms.

The partnerships we have forged with the health and social services networks are an important achievement. This collaboration is the best guarantee we have of enhancing and sustaining equitable access for members of the English-speaking communities of Quebec.

The projects we support are as diverse as the regions where they are found. But they all demonstrate that new networks, new knowledge, and new partnerships can lead to more effective delivery of services in English.

Contact us at CHSSN for more information about our success in putting equitable access and community partnerships at the heart of health and social services delivery.

Jennifer Johnson

Executive Director
CHSSN

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Health
Canada

Santé
Canada

“Production of this document has been made possible through a financial contribution from Health Canada.”

Adaptation of health and social services 2014–2018

Adaptation of health and social services to enhance the vitality of English-speaking minority communities in Quebec

The CHSSN's initiative to adapt health and social services is supported by an investment from Health Canada, through the *Roadmap for Canada's Official Languages 2013–2018: Education, Immigration, Communities*. This initiative is being undertaken in partnership with the Ministère de la Santé et des Services sociaux (MSSS). An implementation agreement between CHSSN and the MSSS was concluded in order to incorporate the projects into Quebec's initiatives to improve access to health and social services in English. The agreement also divided the roles and responsibilities among the CHSSN, the MSSS, and the health and social services agencies.

An invitation was sent out to the health and social services agencies to submit projects by early April 2014. The Ministère was required to evaluate the admissibility of projects based on the orientations and priorities of the MSSS and submit the projects to the Provincial Committee for an opinion to be given to the Minister of Health and Social Services. The selected projects were then sent to the CHSSN for evaluation and a decision.

The CHSSN project evaluation committee assessed the projects submitted to and selected by the MSSS, and based their recommendations on the Provincial Committee opinion and the following criteria:

- ▣ Project's relevance in terms of the proposed objective and deliverables;
- ▣ Anticipated impact on English-speaking client groups;
- ▣ Anticipated impact on service practices and organization;
- ▣ Anticipated impact of the results on Programs of access of health and social services in English;
- ▣ Cooperation between the public institutions and the community

The projects were adopted by the CHSSN's board of directors, and contribution agreements were then approved by the Government of Quebec. This document gives summaries of the approved projects across Quebec.

01

\$123,600

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Bas-Saint-Laurent



02

\$123,600

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Saguenay- Lac-Saint-Jean



PROJECT > IMPROVING ACCESS TO HEALTH AND SOCIAL SERVICES FOR ENGLISH-SPEAKING PEOPLE IN THE BAS-SAINT-LAURENT REGION

Address: 288, Pierre-Saindon
Rimouski (Québec) G5L 9A8

Objectives

Establishing a true partnership with the English-speaking community in the Bas-Saint-Laurent (Lower Saint Lawrence) region with the aim of overcoming isolation, gaining a better understanding of community needs, and conveying health-related information and documents, relying on collaboration between Heritage Lower Saint Lawrence, the CSSS La Mitis, the CSSS Rimouski-Neigette CSSS and the Agence de la santé et des services sociaux du Bas-Saint-Laurent.

Partners

- + Agence de la santé et des services sociaux du Bas-Saint-Laurent.
- + The CSSS La Mitis and CSSS Rimouski-Neigette, institutions in the health and social services network designated in the Program of Access to Health and Social Services in the English Language for the English-Speaking Population in the Bas Saint-Laurent. The La Mitis serves, in particular, the English-speaking community in Métis-sur-Mer.
- + Heritage Lower Saint Lawrence, a community organization serving the English-speaking community in the Bas-Saint-Laurent. It serves a population of more than 1,300 people spread between La Pocatière and Matane.
- + The Lower Saint Lawrence Regional Committee for Access to Services in English.

PROJECT > ENGLISH-LANGUAGE TOOLKIT

Address: 930, Jacques-Cartier Est
Chicoutimi (Québec) G7H 7K9

Objectives

1. English translation and adaptation of tools and documents for information, communication and response.
2. Creation of a regional register of tools and documents in English for information, communication and response.

Partners

- + All institutions in the regional health and social services network
- + The language centre at the CÉGEP de Jonquièrre
- + The verbal and written communication centre at the Université du Québec à Chicoutimi
- + The Bagotville military base

03

\$292,500

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Capitale-Nationale



04

\$219,200

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Mauricie et Centre-du-Québec



PROJECT > ACCESS TO AUTONOMY FOR SENIORS

Address: 555, Wilfrid Hamel Est
Québec (Québec) G1M 3X7

Objectives

- + To adapt the provision of services to English-speaking people with reduced autonomy under Québec service models and the autonomy insurance program in particular, such as access to varied and reinforced home support services and to alternatives to seniors' residences, so that English-speaking people can choose where they wish to live and receive services on an equal basis with the region's general population.
- + To ensure that new evaluation mechanisms and processes help maintain equitable access to health and social services for English-speaking people with reduced autonomy.
- + To help institute a renewed model of collaboration with community resources devoted in particular to supporting English-speaking seniors.

Partners

- + Agence de la santé et des services sociaux de la Capitale-Nationale
- + Jeffrey Hale - Saint Brigid's Hospital
- + Jeffrey Hale Community Partners
- + Centre de santé et de services sociaux de la Vieille-Capitale
- + Centre de santé et de services sociaux de Québec-Nord
- + Centre de santé et de services sociaux de Portneuf
- + CHU de Québec

PROJECT > SUPPORT FOR APPLYING THE PROGRAM OF ACCESS TO HEALTH AND SOCIAL SERVICES IN THE ENGLISH LANGUAGE FOR THE ENGLISH-SPEAKING POPULATION

Address: 550, Bonaventure
Trois-Rivières (Québec) G9A 2B5

Objectives

With the aim of improving access to health and social services in the English language for English-speaking people of the Mauricie and Centre-du-Québec regions, the Agency and the region's institutions adopted, in February 2007, a regional language access policy with terms of application consisting mostly of the Program of Access to Health and Social Services in the English Language decreed by the Québec government on December 19, 2007, and renewed in 2011.

Accordingly, fulfilment of the project will help:

- + support institutions in applying the planned terms of access;
- + ensure the promotion, recruitment and training of volunteer interpreters and attendants throughout the territory as well as supportive care for individuals;
- + ensure operation of the regional bank of interpreters;
- + assess the impact of the regional access program using, in particular, data on client satisfaction and the use of interpreters' services, based on the various terms of the regional language access policy.

Partners

- + All of the region's health and social services institutions
- + The Megantic English-speaking Community Development Corporation (MCDC)
- + The regional bank of interpreters managed by the Service d'aide aux Néo-Canadiens (SANC) in Sherbrooke

05

\$383,100



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Estrie

PROJECT > **IMPROVEMENT IN ACCESS AND CONTINUITY OF SERVICES PROVIDED TO THE ENGLISH-SPEAKING POPULATION OF THE ESTRIE REGION (2014-2018)**

Address: 300, King Est, Suite 300
Sherbrooke (Québec) J1G 1B1

Objectives

General goal: Enhancing the suitability of health and social services provided by institutions and community organizations to the English-speaking population of the Estrie region.

Access to services and their continuity will be enhanced through the following measures:

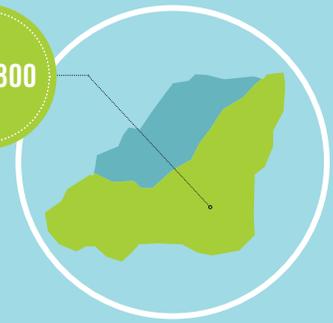
1. Ensure that the gateway to health and social services is more widely available in English (training, staffing, etc.).
2. Ensure that members of the English-speaking population in the Estrie region are better informed of the gateways to services provided by community organizations and public sector institutions.
3. Members of the English-speaking population will be better informed about available services and will have better access to bilingual staff, when possible, and better access to documents and other resources in English that are also available in French.
4. Links between community groups and institutions in the public system will be improved through greater collaboration in providing services to the English-speaking community.

The regional project that has been submitted consists of five projects from local communities in the various MRCs in the Estrie region and one project from the Centre hospitalier universitaire de Sherbrooke.

1. MRC Memphremagog
2. MRC Des Sources
3. MRC Val Saint-François
4. MRC Coaticook
5. MRC Sherbrooke
6. Centre hospitalier universitaire de Sherbrooke

06

\$784,800



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Montréal

PROJECT > **IMPROVED ACCESS TO ENGLISH-LANGUAGE SERVICES IN MONTREAL**

Address: 3725, Saint-Denis
Montréal (Québec) H2X 3L9

Objectives

- + Identifying potential ways of improving access to services in English, especially at the frontline level.
- + Assessing the impact of initiatives aimed at increasing access to services in English.
- + Helping improve the organization of programs and services to enhance language access to services for the English-speaking population.
- + Helping make information and communication documents accessible to the English-speaking population in connection with programs and services.
- + Helping keep the English-speaking population better informed of access to services in English and to the programs and services intended for them.
- + Adaptation and development of training tools intended for the English-speaking clientele and for those working with this clientele (in connection with the needs of institutions and of the targeted service programs).

Partners

The 47 institutions covered by the regional access program, system partners, the public health directorate and the regional access committee will all be involved.



PROJECT > **PROJECTS FOR ADAPTING HEALTH AND SOCIAL SERVICES AT VARIOUS INSTITUTIONS IN THE OUTAOUAIS REGION**

Address: 104, Lois
Gatineau (Québec) J8Y 3R7

Institutions and project titles

- + Centre de santé et de services sociaux de Gatineau**
Title: Upgrading systematic monitoring – total knee prostheses – total hip prostheses – for English-speaking clients in the Outaouais region
- + Centres jeunesse de l'Outaouais (CJO) – Therapeutic groups**
Title: English-speaking therapeutic groups in the Centres jeunesse de l'Outaouais
- + Centres jeunesse de l'Outaouais – Rehabilitation centres**
Title: Services adapted to young inpatients at rehabilitation facilities in the Centres jeunesse de l'Outaouais
- + Centre régional de réadaptation La Ressource**
Title: Improved access for English-speaking clients to documents on receiving, admissions and range of services as well as the Centre's clinical tools
- + Centre de santé et de services sociaux des Collines**
Title: The Des Collines local network's liaison agent between the health and social services centre and the English-speaking community
- + Centre de santé et de services sociaux de la Vallée-de-la-Gatineau**
Title: Project for adapting orthopedic services for English-speaking children served by the Vallée-de-la-Gatineau Health and Social Services Centre
- + Centre de santé et de services sociaux du Pontiac**
Title: Improving access to services for English-speaking people
- + Centre de réadaptation en dépendance de l'Outaouais (CRDO)**
Title: Consolidation in the provision of dependency services for the English-speaking clientele in the Outaouais region
- + Centre de santé et de services sociaux de Papineau**
Title: Improving access to health and social services in English on the territory of the CSSS Papineau
- + Agence de la santé et des services sociaux de l'Outaouais**
Title: Optimization of the translation program and the shared document bank

08

\$192,200

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Abitibi- Témiscamingue



PROJECT > **PILOT PROJECT FOR DEVELOPING THE PROVISION OF
DEPENDENCY SERVICES ADAPTED TO ENGLISH-SPEAKING PEOPLE**

Address: 1, 9th
Rouyn-Noranda (Québec) J9X 2A9

Objectives

Implementing a pilot project to assess the service needs of English-speaking clients in the area of dependency, analyzing barriers to service access and experimenting with the provision of services.

Partners

The project is conducted by the Agence de la santé et des services sociaux de l'Abitibi-Témiscamingue, backed by the following institutions:

- + Le Centre Normand
- + Le Centre de santé et de services sociaux du Témiscamingue
- + Le Centre de santé et de services sociaux de la Vallée-de-l'Or
- + Le Centre de santé et de services sociaux de Rouyn-Noranda

09

\$240,500

AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Côte-Nord



PROJECT > **OVERCOMING THE LANGUAGE BARRIER TO PROVIDE
QUALITY SERVICES TO EVERYONE**

Address: 691, Jalbert
Baie-Comeau (Québec) G5C 2A1

Objectives

+ **Section: CSSS Sept-Îles (in collaboration with the CSSS de la Basse-Côte-Nord and the Centre de protection et de réadaptation de la Côte-Nord)**

Interpretation services for English-speaking clients who lack access to services in their language and translation of documents.

+ **Section: Centre de protection et de réadaptation de la Côte-Nord (CPRCN)**

Translation of the website and information leaflets.

+ **Section: CSSS de la Haute-Côte-Nord-Manicouagan**

Translation into English of leaflets for the population. Providing access in English to the website of the CSSS de la Haute-Côte-Nord-Manicouagan.

Partners

- + CSSS de la Basse-Côte-Nord;
- + CSSS de la Minganie;
- + CSSS de l'Hématite;
- + CLSC Naskapi;
- + Centre de protection et de réadaptation de la Côte-Nord;
- + North Shore Community Association;
- + Agence de la santé et des services sociaux de la Côte-Nord.

10

\$98,600



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Nord-du-Québec

PROJECT > **ADAPTING HEALTH AND SOCIAL SERVICES IN THE ENGLISH LANGUAGE IN A STRUCTURE-FORMING WAY AT THE CRSSS DE LA BAIE-JAMES: A SHARED RESPONSIBILITY BETWEEN JAMESIANS AND INDIGENOUS PEOPLE**

Address: 312, 3rd
Chibougamau (Québec) G8P 1N5

Objectives

- + The project is part of the organization or reorganization of response programs and other services provided to make them better adapted to the needs of the clientele in question. It stands out by adapting the health and social services provided by the CRSSS de la Baie-James to the Cree indigenous clientele who speak English as a second language. This aspect of the program mostly involves the institution's staff.
- + The project is part of the coordinated actions for a partnership between public institutions and the English-speaking communities. The project aims for participation by the Cree community to achieve a more effective response to the needs of indigenous people who speak English.
- + The project aims to develop information and communication documents in English that are accessible and disseminated in connection with the organization or reorganization of response programs or other services provided to English-speaking communities in the region or territory. The project is intended to increase our efficiency toward Cree clients who speak English as regards the relationship between results obtained and the resources used to achieve them.

Partners

- + Centre régional de la santé et des services sociaux de la Baie-James
- + Comité d'harmonisation
- + Cree Board of Health and Social Services of James Bay
- + Service aux patients cris
- + Chibougamau Eenou Friendship Centre
- + Regional Committee for the Program of Access to Services in the English Language

11

\$231,200



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Gaspésie- Îles-de-la-Madeleine

PROJECT > **IMPROVED ACCESS TO INTER-REGIONAL HEALTH AND SOCIAL SERVICES FOR THE ENGLISH-SPEAKING POPULATION OF THE GASPÉSIE-ÎLES-DE-LA-MADELEINE REGION**

Address: 144, Gaspé
Gaspé (Québec) G4X 1A9

Objectives

- + The Agence de la santé et des services sociaux de la Gaspésie-Îles-de-la-Madeleine will support and take leadership in developing a network of partners that can identify and address the main service corridors outside the region from which members of Region 11 benefit.
- + The network this produces will establish a consultation process aimed at confirming the needs of the English-speaking population in terms of access to health and social services outside the region, drawing on experiences there.
- + Based on these consultations, the network will produce a final report, including recommendations on this topic, along with an action plan aimed at adapting the existing structures to ensure that they take account of the particularities of the region's English-speaking community who use it.
- + The network will have to review existing communication strategies and the related tools as regards transfers and services provided outside the region. The information collected will provide for better adaptation of the communication plan, thereby enhancing access to information.
- + The Agence de la santé et des services sociaux de la Gaspésie-Îles-de-la-Madeleine will identify the institutions and organizations outside Region 11 that have contacts with the English-speaking population. Work will go forward to raise awareness of the barriers that may be faced by English-speaking people who seek services outside the region so that these barriers can be overcome.

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AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Gaspésie- Îles-de-la-Madeleine (continued)

Partner institutions:

- Centre hospitalier de l'Université Laval (CHUL);
- Centre hospitalier de l'Enfant-Jésus de Québec;
- Institut universitaire de cardiologie et de pneumologie de Québec;
- CSSS Rimouski-Neigette;
- Rehabilitation centres.

+ The Agence will assess establishment of the partner network and review its activities to ensure that they are fully in accordance with the goals outlined in the regional plan for access to services in English. The impacts will also be measured to determine whether the actions implemented have produced the desired results.

Partners

- + Agence de la santé et des services sociaux de la Gaspésie-Îles-de-la-Madeleine
- + CSSS des Îles
- + CSSS du Rocher-Percé
- + CSSS de la Baie-de-Chaleurs
- + CSSS de La Haute-Gaspésie
- + CSSS de La Côte-de-Gaspé
- + Centre jeunesse Gaspésie/Îles
- + Centre de réadaptation de la Gaspésie
- + CSSS Jeffrey Hale (Québec City)
- + CASA
- + CAMI
- + Vision Gaspé-Percé Now
- + The communities of Listiguj and Gascaféqiaq
- + The regional committee on access to services
- + Eastern Shores School Board

Other partners may be brought into the project throughout its course.

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AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Chaudière- Appalaches

\$191,200



PROJECT > RAISE AWARENESS AND INFORM AND EDUCATE THE ENGLISH-SPEAKING POPULATION OF CHAUDIÈRE-APPALACHES

Address: 363, Cameron
Sainte-Marie (Québec) G6E 3E2

Objectives

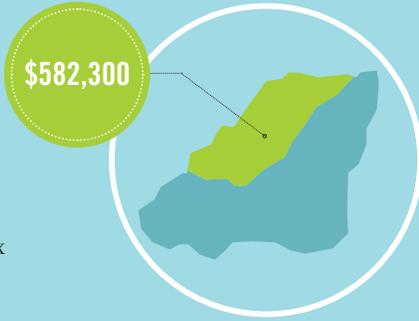
With all the work accomplished in the last few years and the motivation felt by institutions in the Chaudière-Appalaches region in terms of being involved with the English-speaking population, the members of the regional committee for access to health and social services for the region's English-speaking people have agreed to present a regional project covering an assessment and enhancement of the institutions' provision of services aimed at meeting the needs of the English-speaking community more effectively, while maintaining a memorandum of understanding with the Megantic English-speaking Community Development Corporation (MCDC).

We must say that we are very proud of all the efforts made over the past year and the scope of the progress achieved since 2010. We are in better possession of our means, and we are convinced that we have developed the reflex of serving the English-speaking population well.

We are therefore ready to move on to a new step: becoming involved with vulnerable members of the English-speaking community by delivering information, tools and activities covering various aspects of public health, service programs and service organization programs with the aim of enhancing access to services and to the various service trajectories.

Partners

- + Agence de la santé et des services sociaux de Chaudière-Appalaches;
- + The region's health and social services centres (CSSS);
- + Institutions with a regional mission;
- + Nursing homes and private long-term care facilities covered by agreements;
- + Megantic English-speaking Community Development Corporation (MCDC);
- + Regional committee for access to health and social services for English-speaking people.



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Laval

PROJECT > **PROJECT FOR IMPROVED ACCESS TO ENGLISH-LANGUAGE SERVICES FOR CLIENTS WITH PERSISTENT DEVELOPMENT DISORDER OR INTELLECTUAL DISABILITY, FOR TROUBLED YOUTH (REQUIRING PROTECTION AND REINTEGRATION) AND FOR ADULTS REQUIRING METAL HEALTH SERVICES**

Address: 800, Chomedey, Tower A
Laval (Québec) H7V 3Y4

Objectives

Project's general goals:

- + To improve access to English-language health and social services:
 - by adapting existing services;
 - by developing and formalizing liaison mechanisms for English-speaking clients;
 - by improving the alignment and continuity of services with our regional and interregional partners.

Goals specific to clients with pervasive development disorder or intellectual disability: Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement (CRDITED) de Laval

- + Improving access to specialized second-line services, reducing waiting times for English-speaking users;
- + Supporting the social participation of English-speaking youth by developing their abilities and, more specifically, their social abilities in a group context.

Goals specific to troubled youth clients: Centre jeunesse de Laval (CJL)

- + Serving at-risk English-speaking youth requiring protection and placement as well as youth living in a rehabilitation setting;
- + Developing partnerships to provide youth with access to social integration and de-institutionalization activities in English;
- + Pursuing coordination throughout the duration of a placement to avoid a breakdown in the community;
- + Developing, re-establishing or strengthening youth skills and parenting skills through qualification by supervised visits;
- + Responding to parents' support needs to avoid a breakdown and to maintain connections during institutionalization (adapting supervision of access rights).

Partners

- + Youth and Parents AGAPE Association Inc.
- + Centre de santé et de services sociaux de Laval (adult mental health client group directorate)
- + Pavillon Albert Prévost (Sacré-Cœur Hospital of Montreal)
- + Jewish General Hospital of Montreal (psychiatry department)
- + The Centre de santé et de services sociaux de Laval supports the CRDITED of Laval in its second-line services mission and in the reorganization of these services.
- + Batshaw Youth and Family Centres
- + Centre de santé et de services sociaux de Laval
- + Sir Wilfrid Laurier School Board
- + Carrefour jeunesse emploi de Laval
- + AGAPE community organization
- + Val-Martin Community Centre
- + Travail de rue de l'Île-de-Laval (T.R.I.L)
- + Childcare centres
- + Ville de Laval



AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Lanaudière

PROJECT > **PHASE I: ACCESS FOR EVERYONE: AN ENGLISH-SPEAKING POPULATION BETTER SERVED IN ITS LANGUAGE.**
PHASE II: ACCESS TO SERVICES FOR ENGLISH-SPEAKING SENIORS IN THE HOSPITAL AND POST-HOSPITAL SECTOR

Address: 245, Curé-Majeau
Joliette (Québec) J6E 8S8

Objectives

Phase I :

1. Finalizing the 2009–2013 adaptation project, including informing the English-speaking population of the health and social services provided in their language (spoken and written), particularly for youths and seniors.

Phase II :

1. Adapting access to English-language services for seniors, more specifically in terms of:
 - the appointment office;
 - pre-hospital and post-hospital care;
 - emergency care.
2. Ensuring that hospital and post-hospital services are provided in the language used by English-speaking seniors.
3. Collaborating with the English-speaking community organization ECOL in the continuous dissemination of information and of services provided in English.
4. Making the necessary adjustments and assessing the project.

Partners

Phase I :

1. Agence de la santé et des services sociaux de Lanaudière as project leader.
2. Health and social services centres (CSSS) in the north and south of Lanaudière and their facilities:
 - 6 shelters
 - 2 hospitals
 - 6 CLSCs
3. Le Bouclier physical rehabilitation centre.
4. La Myriade rehabilitation centre for intellectual disability / pervasive development disorder.
5. Centres jeunesse in Lanaudière.
6. 4 private CHSLDs (long-term care facilities) covered by agreements.
7. 14 intermediate resources
8. Sir Wilfrid Laurier School Board
9. Community organizations coming under the Québec program of support for community organizations:
 - Lanaudière Elder Help
 - Centre communautaire bénévole Matawinie
 - Maison de parents de Rawdon
 - Centre d'aide pour hommes de Lanaudière (Centre for assistance to men)
 - Parents-Unis Repentigny (Lanaudière)
 - Shelters
 - Volunteer action centres
 - Les amis de l'allaitement (Friends of Breastfeeding)
 - Société de l'autisme de la région Lanaudière (Autism Society)
 - Réseau communautaire d'aide aux alcooliques et autres toxicomanes (Community network for assistance to alcoholics and other drug addicts)
 - Maison des jeunes
 - Various organizations working with seniors

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AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Lanaudière (continued)

10. Volunteer organizations:
- Anglican parish of Rawdon
 - Mid-Laurentian United Church of Rawdon
 - Women's Institute of Rawdon
 - St. Patrick's Shamrock Society of Rawdon
 - Royal Canadian Legion, Mascouche and Rawdon
 - Comptoir familial
 - St. Margaret's Anglican Church, Mascouche
 - Mascouche United Church
 - Fellowship Baptist Church, Rawdon
 - Au couleur de la vie de Lanaudière
 - Various organizations working with seniors
11. Family medicine groups:
- 12 clinics in the Lanaudière region
 - 2 family medicine units

Phase II :

1. Agence de la santé et des services sociaux de Lanaudière as project leader.
2. Health and social services centres (CSSS) in the north and south of Lanaudière and their facilities:
 - 6 shelters
 - 2 hospitals
 - 6 CLSCs
3. Family medicine groups:
 - 12 clinics in the Lanaudière region
 - 2 family medicine units

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AGENCE DE LA SANTÉ
ET DES SERVICES SOCIAUX

Laurentides



PROJECT > PROJECT TO ADAPT HEALTH AND SOCIAL SERVICES IN THE LAURENTIDES REGION

Address: 1000, Labelle, Suite 210
Saint-Jerome (Québec) J7Z 5N6

Objectives

- + To improve access to health and social services for English-speaking people living in the Laurentides (Laurentians) region.
- + To support assessment of the access program for English-language services at institutions in the Laurentides region, to review the program and to continue its implementation in our region.
- + To support the English-speaking community in developing networks that will facilitate access to English-language services for people living in the Laurentides region.

Partners

- + Communications directorate of the Agence de la santé et des services sociaux des Laurentides
- + Assistance and social services directorate of the Agence de la santé et des services sociaux des Laurentides
- + Communications officers at each institution in the Agence de la santé et des services sociaux des Laurentides
- + Officers in programs for access to English-language services at each institution in the Laurentides region
- + The members of the regional committee for access to English-language services
- + English-speaking communities in the Laurentides region



PROJECT > **PROJECT FOR IMPROVING ACCESS TO ENGLISH-LANGUAGE HEALTH AND SOCIAL SERVICES FOR ENGLISH-SPEAKING PEOPLE IN THE MONTRÉGIE REGION**

Address: 1255, Beauregard
Longueuil (Québec) J4K 2M3

Objectives

- + Improving access to a range of English-language health and social service for English-speaking people in the Montérégie region, covering prevention, healing, rehabilitation and support.
- + Consolidating existing or established relationships between the English-speaking community and health and social services institutions as well as partners in the Montérégie region:
 - Links with community organizations working with English-speaking clientele;
 - Links with the Networking and Partnership Initiative (NPI);
 - Links with English-language school boards.
- + Supporting all institutions in the Montérégie region to make them better able to outline their ability to meet the needs of their English-speaking clients:
 - Support for the next review of the access program;
 - Establishment of measures and mechanisms by health and social services institutions to improve access to services and for this to continue once the project has ended;
- + Continuing efforts to favour access to documents in English for English-speaking clients:
 - Register of translated documents;
 - Translation of documents intended for English-speaking clients at establishments in the Montérégie network.
- + Favouring the full participation of institutions that are in the process of enhancing access to English-language health and social services.

Partners

- + Agence de la santé et des services sociaux de la Montérégie;
- + All health and social services centres (CSSS) in the Montérégie region included in the access program:
 - CSSS Champlain-Charles-Le Moyne
 - CSSS Haute-Yamaska
 - CSSS Vaudreuil-Soulanges
 - CSSS Haut-Saint-Laurent
 - CSSS du Suroit
 - CSSS Haut-Richelieu-Rouville
 - CSSS Jardins-Roussillon
 - CSSS La Pommeraie
 - CSSS Pierre-Boucher
 - CSSS Pierre-De Saurel
 - CSSS Richelieu-Yamaska
- + All Montérégie regional institutions:
 - Montérégie-Est CRDITED (rehabilitation centre for intellectual deficiency and pervasive development disorder)
 - CRDITED Services de réadaptation du Sud-Ouest et du Renfort
 - Foster Addiction Rehabilitation Centre
 - Centre de réadaptation en dépendance Le Virage
 - Centre jeunesse de la Montérégie
 - Centre Montérégie de réadaptation
 - Institut Nazareth et Louis-Braille
- + Riverside School Board
- + Eastern Townships School Board
- + Lester B. Pearson School Board
- + New Frontiers School Board
- + Community organizations representing the English-speaking community:
 - Townshippers' Association
 - Assistance and Referral Centre
 - Vaudreuil-Soulanges Networking and Partnership Initiative
 - Any other community organization working with an English-speaking clientele so as to consolidate networking links

Contact Us

A key element of CHSSN's mandate is keeping open lines of communication through the member network.

On the CHSSN website, you will find:

Important news items on the Bulletin Board and a list of all CHSSN current projects.

The document centre, housing all of CHSSN's documents and printable resources

Links to important health resources

Thank you for getting to know us a little better. You can find out more at:

www.chssn.org

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