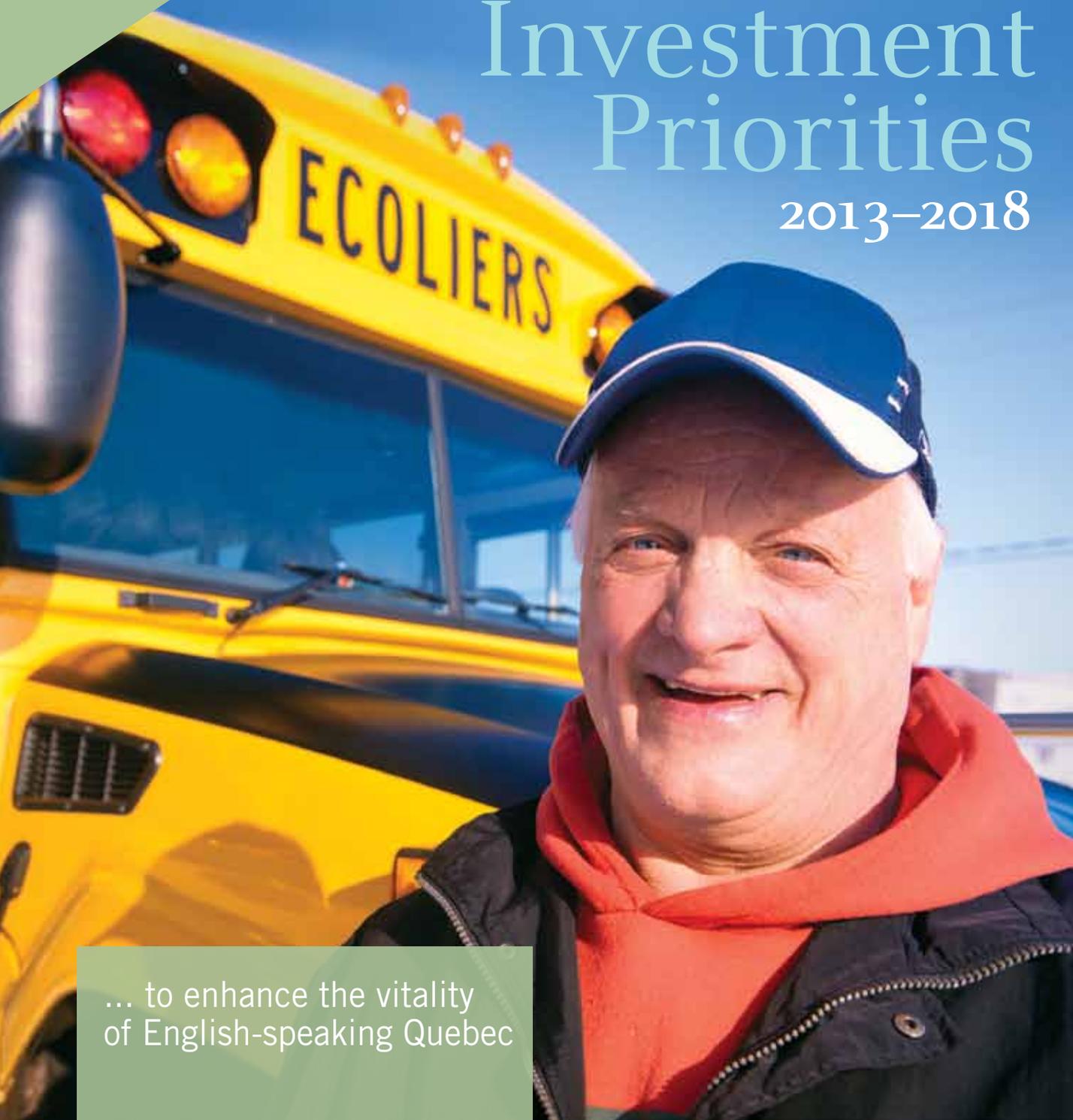


CHSSN

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

Investment Priorities 2013–2018



... to enhance the vitality
of English-speaking Quebec



Investing in equitable access to health and social services in English

CHSSN: new networks, new knowledge, and new partnerships to enhance the vitality of English-speaking Quebec

CHSSN, Quebec's Community Health and Social Services Network, is pleased to present its investment priorities for 2013–2018, responding to the health and social services needs of Quebec's English-speaking population submitted to the federal government in 2012.



Photos: (above left) Vanessa Boyce, (above right & below) Christian Perreault

Our projects aim to enhance the vitality of our communities by improving access to health and social services in English. They are supported by Health Canada through the *Roadmap for Canada's Official Languages 2013–2018: Education, Immigration, Communities*. CHSSN has an implementation agreement with the Quebec Ministry of Health and Social Services to integrate these projects into Quebec's initiatives to improve access to services in English, ensuring they are respectful of the province's responsibility to plan and deliver health and social services.

CHSSN is a network of 68 community resources, associations, foundations, public institutions and other stakeholders. We support the development of community health networks, encourage partnerships with Quebec's public health and social services system to improve service access and health outcomes in English-speaking communities, adapt services to expand access in English, and create new knowledge about English-speaking communities and their needs.

A Diverse but Vulnerable Population



According to the 2011 census, there are over 1 million English-speaking Quebecers. The size and densities of English language communities vary greatly from one region to another, but each of the 16 health regions has an important, historic—yet vulnerable—English-speaking community.

Studies show that English-speaking Quebecers have higher levels of unemployment and of low income than their French-speaking counterparts. Out-migration to other provinces continues, creating gaps in the population's structure (i.e., a missing caregivers' generation and a reduced youth population) and leaving less educated and less resilient populations in Quebec.

On the positive side, almost 11% of the English-speaking population arrived from outside Quebec between 2001 and 2006 compared to only 2.6% of the French-speaking population. The English-speaking community of Quebec has a higher percentage of members of visible minorities, more individuals of non-Christian religious affiliation and

more individuals born outside Canada than any other official language minority in Canada. This welcome diversity, however, creates more complex demands on the health and social services system.

According to a survey done by CHSSN in 2010 of 3000 English-speaking people, significant barriers exist in accessing services in English across the province. In 2012–2013 the QCGN identified several population groups and health and social services issues for priority attention in the 2013–2018 period. These included the aged, caregivers (especially senior caregivers), youth in difficulty, and visible minorities and immigrants who are English-speaking. Issues of particular concern were youth education opportunities and achievement, mental health, and substance dependence.

Photos: (above, L to R) Christian Perreault, iStockphoto, (right) Talia Dezzo

The CHSSN Response

The fundamental goal of CHSSN is to ensure that English-speaking Quebecers can work as partners with Quebec's health and social services system to design and implement measures that improve access for English-speaking people, fully integrated into a system that serves all Quebecers.

Partnering between community-based networks and the public health and social services system is the key to sustainable improvements in access. This is the central theme of all CHSSN initiatives. We also believe working with our historical institutions is a key to success. CHSSN is the principal community partner with McGill University's Training and Retention of Health Professionals Project. CHSSN-affiliated community networks are at the heart of many of the project's activities.

Our experience has convinced us that Quebec's health and social services system is open to working with us. Quebec's public institutions, however, face long-term financial and organizational challenges to provide services to all Quebecers, regardless of language. The commitment of the federal government to support official language minority access to health and social services is critical if our needs are to be met in a large system with major challenges and preoccupations.



2013–2018 CHSSN Projects

Community Investments

\$10M

The Networking & Partnership Initiative Program

The overall objective of the Networking & Partnership Initiative (NPI) Program is to enhance the vitality and development of English-speaking communities in Quebec through improved access to health and social services in English that are integrated into the existing system serving all Quebecers.

The NPI Program supports the development of the capacity of Quebec's English-speaking communities to cooperate and partner with the health and social services system in order to improve, develop and maintain access to the full range of services in English. The Program funds 20 community health and social services networks within English-speaking communities. These networks aim to improve access to health and social services through partnership initiatives, cooperation with and participation in the public system, provision of information on community needs, support for the volunteer and community resources sectors and the promotion of services adapted to the needs of English-speaking people.

The NPI Program outcomes parallel the overall Health Canada program outcomes:

- + More partnership activities between networks and the health and social services system;



Photos: (opposite) Redbox Studios, (above) Vanessa Boyce

- + Greater coordination and adaptation of health services for the English-speaking community resulting in improved access in English to the range of services;
- + Enhanced awareness among stakeholders that NPIs and CHSSN are focal points for accessing health concerns and aspirations of English-speaking communities;
- + Increased dissemination and adoption of knowledge, strategies and best practices.

CHSSN
WILL INVEST
\$22.2M
IN HEALTH
INITIATIVES

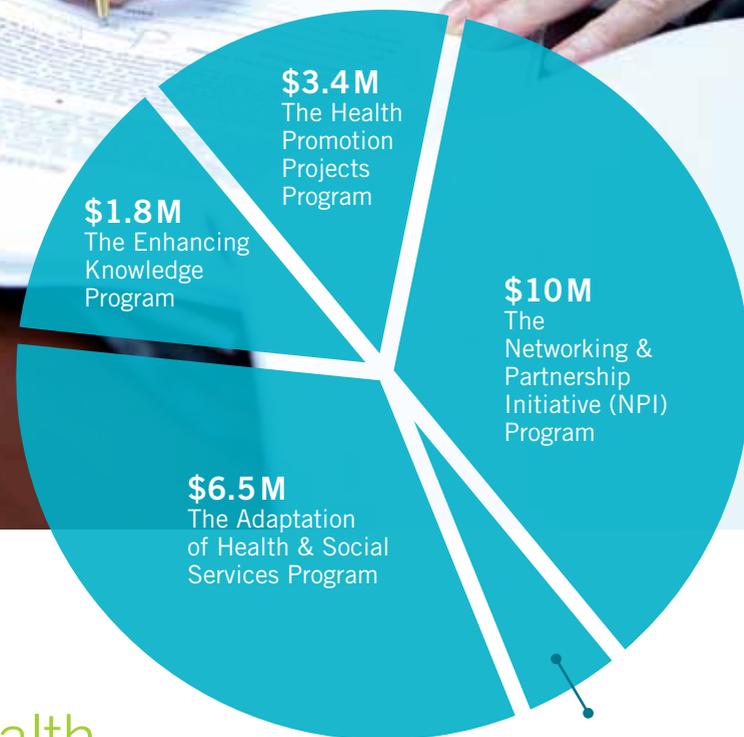
\$3.4M

The Health Promotion Projects Program

The Community Health Promotion Projects Program for 2013–2018 has as its objective the increase of health information available for English-speaking communities through local networks, public institutions and community resources.

The outcomes expected of the program are:

- + Improved access to information on health promotion and disease prevention for vulnerable target groups through an increase in the number of health information and promotion services offered by both the public system and by a number of complementary community resource initiatives;



\$0.5M
Special Projects with the Quebec Ministry of Health & Social Services

- + Better knowledge of community priorities and needs;
- + More coordination and integration of health promotion initiatives for English-speaking communities within institutions and communities;
- + Increased ability of English-speaking community organizations to participate in health promotion and disease prevention activities;
- + Greater capacity among public health professionals to support members of the English-speaking community in health promotion and disease prevention activities.

2013–2018 CHSSN Projects



Public Investments

\$1.8M

The Enhancing Knowledge Program

The Enhancing Knowledge Program will continue to support better understanding of the health status of English-speaking Quebecers leading to programs and services that improve health outcomes by increasing access to services, primarily through our partnership with the *Institut de la santé publique du Québec*.

The immediate outcome of improved knowledge of the health status of the English-speaking population is an improved offer of health and social services for English-speaking communities. An additional outcome is enhanced partnerships with public and community partners.

Better knowledge about the health of English-speaking communities will inform Access Programs approved by the Quebec government and will encourage the adoption of public health strategies for English-speaking communities. The tools for tracking health determinants at the local level will be added to community development tools that improve the capacity of community networks to partner with the health and social service system and to serve their communities.

Knowledge transfer and sharing will occur in a variety of CHSSN sponsored forums including major gatherings of all CHSSN stakeholders and an annual baseline data report.

\$6.5M

The Adaptation of Health & Social Services Program

The Adaptation of Health and Social Services program has as its primary objective in 2013-2018 to improve access to health and social services in English for all English-speaking Quebecers by adapting existing health and social services, enhancing access to information in English, and increasing community involvement in the process of improving access. Projects are initiated by regional *Agences de santé et des services sociaux* and must respect the CHSSN's Implementation Agreement with the Quebec Ministry of Health and Social Services.

The outcomes expected of the Adaptation project are:

- Better coordination and integration of health services for English-speaking communities;
- More equitable access to English-language health and social services;
- Greater partnership between the public system and the English-speaking community health networks;
- Increased dissemination and adoption of best practices, innovative strategies and knowledge across regions.

\$0.5M

Special Projects with the Quebec Ministry of Health & Social Services

Language is a factor that influences quality of services. The Quebec Ministry of Health and Social Services, in collaboration with accreditation organizations, will look at standards of linguistic access that can be applied to institutions providing services in English through access programs.

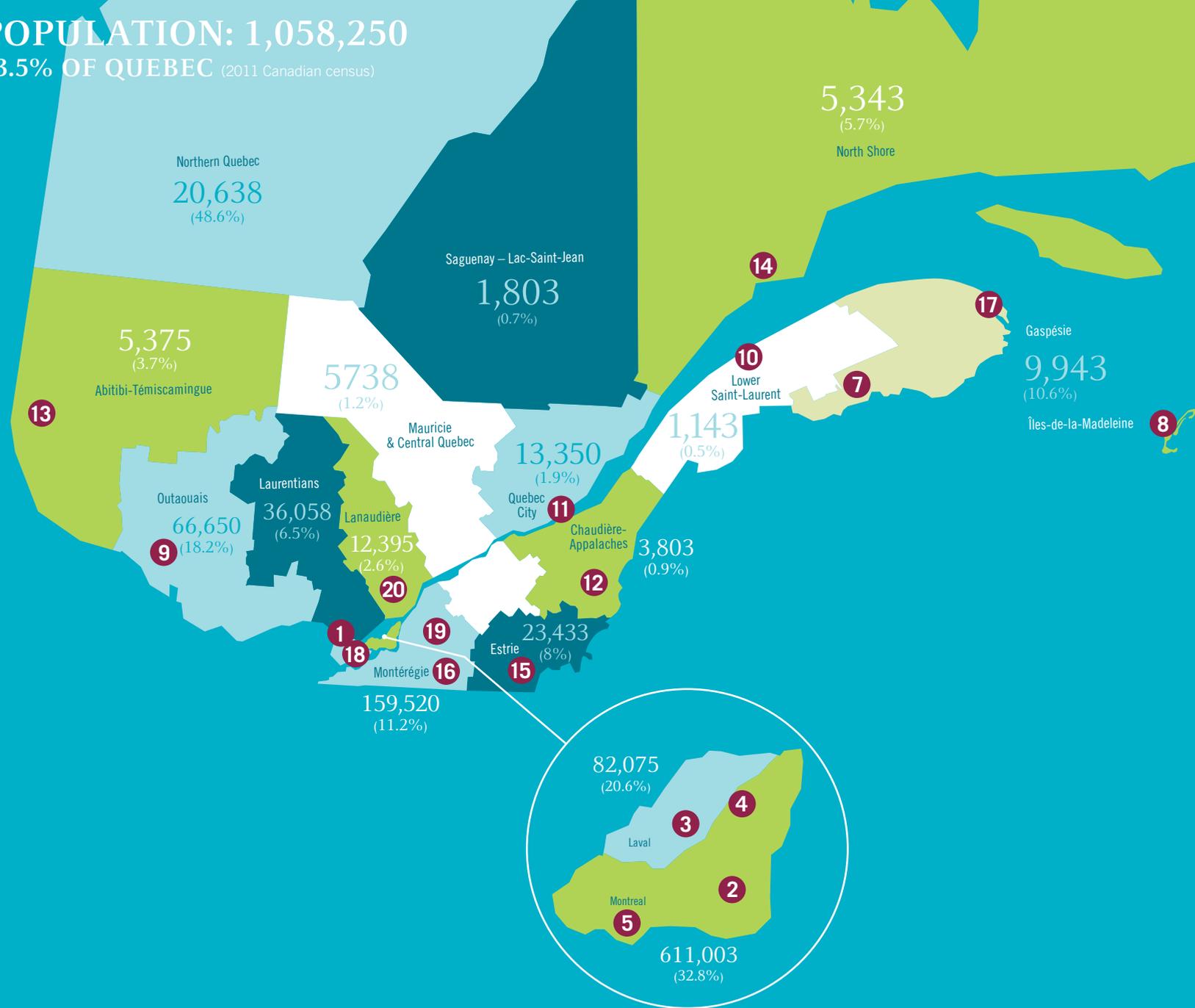
The Ministry will also assess the extent and the effectiveness of interpreters in providing services in English in institutions that are named in Access Programs.



Photos: (left) Vanessa Boyce, (right) Christian Perreault

Quebec's English-Speaking Communities

POPULATION: 1,058,250
13.5% OF QUEBEC (2011 Canadian census)



Quebec's English-Speaking Community Health Networks

- 1 Deux-Montagnes**
4 Korner's Family Resource Centre
- 2 Côte-des-Neiges**
African Canadian Development & Prevention Network (ACDPN)
- 3 Laval**
AGAPE – The Youth & Parents AGAPE Association Inc.
- 4 Saint-Léonard**
Canadian-Italian Community Services of Quebec (REISA)
- 5 Montreal**
Catholic Community Services (CCS)
- 6 Saint-Paul's River**
Coasters Association (LNSCH)
- 7 New Carlisle**
Committee for Anglophone Social Action (CASA)
- 8 Grosse-Île**
Council for Anglophone Magdalen Islanders (C.A.M.I.–MINA)
- 9 Gatineau**
English Network of Resources in Community Health (ENRICH–OHSSN)
- 10 Métis-sur-Mer**
Heritage Lower Saint Lawrence
- 11 Quebec City**
Jeffery Hale Community Partners
- 12 Thetford Mines**
Megantic English-Speaking Community Development Corp. (MCDC)
- 13 Rouyn-Noranda**
Neighbours Regional Association of Rouyn-Noranda
- 14 Baie-Comeau**
North Shore Community Association (NSCA)
- 15 Sherbrooke**
Townshippers' Association
- 16 Cowansville**
Townshippers' Association
- 17 Gaspé**
Vision Gaspé Percé Now
- 18 Vaudreuil-Dorion**
Vaudreuil-Soulanges (C3S CSSS)
- 19 Saint-Lambert**
South Shore Assistance and Referral Centre (ARC)
- 20 Rawdon**
English Community Organization of Lanaudière (ECOL)



Photo: Vanessa Boyce



From the Executive Director

Photo: Alessandra Salluri

Patient, respectful collaboration between community and public health and social services leadership has resulted in innovative networking, knowledge creation, and adaptation projects across Quebec.

The partnerships we have forged with health and social services institutions and *Agences de santé et des services sociaux* are an important achievement. This collaboration is the best guarantee of sustainable equity of access for members of English-speaking communities.

The projects we support in 2013–2018 will be as diverse as the regions where they are found. But they will all be rooted in a conviction that new networks, new knowledge and new partnerships can lead to more effective delivery of services in English.

— JENNIFER JOHNSON

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

www.chssn.org

Jefferey Hale Pavilion
1270 Ste-Foy Road, Suite 2106
Quebec, Quebec G1S 2M4
T 418. 684. 2289
F 418. 684. 2290
E info@chssn.org



Photo: Christian Perreault

On the Cover

CHSSN encourages community-government partnerships to find solutions for better health care across Quebec. Curran Driscoll manages his diabetes through a program on the Lower North Shore that was supported by CHSSN.