



Project : *Amélioration de l'accessibilité des services en anglais à Montréal*

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Activities

- Accessibility of services
- Organisation of services
- Information and education for the population

Accessibility of Services - 1

- Evaluation and revision of the access programme
 - Regional priorities
 - English language training
 - Clear policies on access to services
 - Distribution of existing documents
 - Translation of document

Accessibility of Services - 2

- Evaluation of the English second language training and perception of its impact on accessibility of services in English
- Communication plan to reach the English-speaking population

Organisation of Services

- Interpretation services for the English Deaf
 - CCSMM (Centre de la communauté Sourde de Montréal métropolitain)
- Telephone access for anglophones with a visual deficit
 - MAB-Mackay Rehabilitation Centre

Information and Education for the Population - 1

- Adaptation web sites
 - Agence, DSP, CSSS
- Translation
 - Public health (prevention messages for social media...)
 - Physical health (hypertension, respiratory health...)

Information and Education for the Population - 2

- Adaptation of tools to be used for, or by, people with a visual deficit
 - Transit orientation tools
 - Information technology and communication
 - Tools for parents of children with a visual deficit

Future Perspectives

- Actions in line with regional priorities inscribed in the 2011-2014 Access Programme
- Support to enable institutions to fulfill their obligations with respect to the Programme



Thank you!