

REGIONAL PROGRAM OF ACCESS TO HEALTH SERVICES AND SOCIAL SERVICES IN ENGLISH FOR ENGLISH SPEAKERS POPULATION OF MONTRÉAL

2016 Update of the 2012-2015 Program



Regional Program of Access to Health Services and Social Services
in English for the English Speakers Population of Montreal
2016 Update of the 2012-2015 Program
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Notes

In this document, the masculine gender is used solely to make
the text easier to read and therefore applies to both men and women.

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Table of Contents

Introduction.....	3
Update oF the 2012-2015 Montreal Program	3
Definitions.....	4
English-speaking person.....	4
Recognized institution	4
Designated institution	4
Indicated institution	4
Update of the 2012-2015 Montreal regional program	5
The Program’s Guiding Principles.....	5
Recommendations Related to Program Implementation	5
Presentation of services accessible in English, by institution	6
A – Indicated institutions	7
1 – CIUSSS du Centre-Sud-de-l’Île-de-Montréal.....	8
2 – CIUSSS de l’Est-de-l’Île-de-Montréal	11
3 – CIUSSS du Nord-de-l’Île-de-Montréal	13
4 – Centre hospitalier universitaire Sainte-Justine	14
5 – Centre hospitalier de l’Université de Montréal	14
6 – Clinique communautaire de Pointe-Saint-Charles	15
7 – Vigi Santé Ltd.....	15
8 – Villa Medica Inc.	16
9 – Centre d’accueil le Programme de Portage Inc.....	16
10 – Château Westmount	17
B – Designated institutions	18
11 – Montreal West Island IUHSSC	18
12 – CIUSSS du Centre-Ouest-de-l’Île-de-Montréal	20
13 – McGill University Health Centre.....	20
14 – Shriners Hospital for Children (Québec) Inc.....	21
15 – CHSLD Bussey (Québec) Inc.....	21
16 – CHSLD Bayview Inc.	22
17 – MAB-Mackay Rehabilitation Centre.....	22
18 – Teen Haven	23
19 – Elizabeth House.....	23
20 – 88980 Canada inc. (Manoir Beaconsfield)	24
21 – CHSLD du Château-sur-le-Lac-de-Sainte-Geneviève	24
Conclusion	25
Bibliographic references.....	27
Appendix 1: List of CIUSSS facilities and grouped facilities	

Acronyms

CH	residential centre
CHSLD	residential and long-term care centre
CISSS	integrated health and social services centre
CIUSSS	integrated university health and social services centre
CLSC	local community services centre
ID-ASD	intellectual disability and autism-spectrum disability
PI	physical impairment
MSSS	Ministry of Health and Social Services
SAS	support for autonomy of seniors

INTRODUCTION

In 2015 the Ministry of Health and Social Services (MSSS) undertook a major restructuring of the Québec health and social services network. To ensure that these changes do not affect access to services in English for the English-speaking population, the MSSS requested that integrated health and social services centres (CISSS) and integrated university health and social services centres (CIUSSS) carry out an update of the regional programs of access to health services and social services in English for English speakers. This document is the result of this update of the *Regional Program of Access to Services in English Language for the English-Speaking Population of Montreal 2012-2015*. It presents the commitments of both indicated and designated institutions.

In general terms, a program of access to health services and social services in English for English speakers seeks to maintain and improve accessibility to health and social services for the English-speaking population. It clearly and precisely identifies each institution's obligations regarding the services that are required to be accessible in English, taking into account their human, material, and financial resources. These programs are subject to periodic reviews.

The philosophy behind the access programs is to ensure that everyone has equal access to the same quality of care and services, regardless of the language in which the services are provided. In other words, the right to health care should not depend upon the language used to communicate with the network. Ultimately, these programs are developed in compliance with the laws in force, including sections 1, 4, and 29.1 of the Charter of the French Language.

UPDATE OF THE 2012-2015 MONTREAL PROGRAM

The *Act to modify the organization and governance of the health and social services network, in particular by abolishing the regional agencies* has assigned the CIUSSS Centre-Sud-de-l'Île-de-Montréal (CIUSSS Centre-Sud or CIUSSS CS) with the responsibilities of the former Agence de la santé et des services sociaux de Montréal regarding the coordination of access to services in English for the English-speaking population of the region. The CIUSSS Centre-Sud is thereby responsible for Montréal's Regional Committee on Accessibility to Health Services and Social Services in English. Within this framework the MSSS was entrusted with coordinating this update of the 2012-2015 program.

This updating document initially recalls a number of definitions specific to the English service accessibility file for the English-speaking population. Secondly, both the guiding principles and recommendations found in the 2012-2015 program are reasserted. Thirdly, the services available in English for each institution are presented in the following order: first, those services available in English in the framework of the indicated institutions and then those provided in designated institutions. A brief conclusion follows.

DEFINITIONS

English-speaking person

“An English-speaking person is one who, in his relations with an institution dispensing health services or social services, feels more comfortable in expressing his needs in the English language and receiving the services in that language.”¹

***Recognized* institution**

Under section 29.1 and upon request, the Office québécois de la langue française recognizes an institution from the health and social services network if it provides its services to a majority of persons who speak languages other than French.²

Although most *recognized* institutions are *recognized* because they provide services to clients who are mostly English speakers, three health and social services institutions are recognized for other languages.

***Designated* institution**

“A *designated* institution is one that the government designates (by order in council) from among recognized institutions (under section 29.1 of the Charter of the French Language). It is an institution required to make the health and social services it offers accessible in the English language to English-speaking persons.”³

In this document, institutions are described as *designated* pursuant to order in council 919-2006, from 12 October 2006. Over the next year the Ministry will carry out a review of its reference framework of programs for access to health services and social services in English for the English-speaking population. Once the institutions complete the review process of the indicated programs, the Government of Québec can issue a new order in council.

***Indicated* institution**

“An *indicated* institution is identified in an access program as being required to offer at least one service or one service program in the English language.”⁴

1 Ministry of Health and Social Services. (March 2006). *Frame of Reference for the Development of Programs of Access to Health and Social Services in the English Language for the English-Speaking Population*. Government of Québec, p. 17.

2 Charter of the French Language (RLRQ [*Compendium of Québec Acts and Regulations*]), chapter C-11, section 29.1. List of recognized institutions pursuant to section 29.1.

3 See note 1, p. 27.

4 See note 1, p. 27.

UPDATE OF THE 2012-2015 MONTREAL REGIONAL PROGRAM

The 2012-2015 Regional Program⁵ proposed a number of priorities that remain fully relevant. They may, however, be rephrased as follows:

1. Facilitate access to English-second-language training for the staff of *indicated* institutions and for the nursing staff of Info Santé;
2. Facilitate access for the English-speaking population to documents and information: translation of documents that have a regional scope, adaptation and translation of websites of regional institutions;
3. Facilitate compliance with their obligations to the English-speaking population by developing institutional internal policies and procedures and by informing their staff and partners of such policies and procedures.

The Program's Guiding Principles

1st Principle

Any prevention and promotion campaign directed at the population must be accessible in English, which means that it is necessary to provide for translation or interpretation.

2nd Principle

English speakers must have access to information on the services available in English and on complaint procedures. They must also know how to navigate within the regional institutions and the health and social services network.

Recommendations Related to Program Implementation

These recommendations for implementation have been taken from the 2012-2015 program.

1st Recommendation

The staff at each of the ten Montréal regional institutions should be informed of their institution's obligations under the program.

2nd Recommendation

Each of the ten institutions should develop policies and procedures that will enable it to assume its responsibilities, as an *indicated* institution, to English-speaking clients.

5 Agence de la santé et des services sociaux de Montréal, *Regional Program of Access to Services in English Language for the English-Speaking Population of Montreal 2012-2015*, 2011 (2012 update), p. 22-23.

Presentation of services accessible in English, by institution

By adapting the 2012-2015 Regional Program to the new network structure, the 2016 update implies that the obligations of each targeted institution are to be presented in the following order: 1) public institutions, private institutions under agreement, or private *indicated* institutions; 2) public institutions, private institutions under agreement, or private *designated* institutions.

PUBLIC INSTITUTIONS		
1. CIUSSS du Centre-Sud-de-l'Île-de-Montréal	Institutions indicated as having to make some of their services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. CIUSSS de l'Est-de-l'Île-de-Montréal		
3. CIUSSS du Nord-de l'Île-de-Montréal		
4. Centre hospitalier universitaire Sainte-Justine		
5. Centre hospitalier de l'Université de Montréal		
PRIVATE INSTITUTIONS UNDER AGREEMENT		
6. Clinique communautaire de Pointe-Saint-Charles		
7. Vigi Santé Ltd.		
8. Villa Medica Inc.		
9. Centre d'accueil le Programme de Portage Inc.		
PRIVATE INSTITUTIONS		
10. Château Westmount		
PUBLIC INSTITUTIONS		
11. CIUSSS de l'Ouest-de-l'Île-de-Montréal [West Island CIUSSS] ⁶	Institutions designated as having to provide all services in English and French, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
12. CIUSSS du Centre-Ouest-de-l'Île-de-Montréal		
13. McGill University Health Centre		
PRIVATE INSTITUTIONS UNDER AGREEMENT		
14. Shriners Hospital for Children (Québec) Inc.		
15. CHSLD Bussey (Québec) Inc.		
16. CHSLD Bayview Inc.		
17. MAB-Mackay Rehabilitation Centre		
PRIVATE INSTITUTIONS		
18. Teen Haven [Havre-Jeunesse]		
19. Elizabeth House [Maison Elizabeth]		
20. 88980 Canada Inc. (Manoir Beaconsfield)		

6 This CIUSSS has a majority of *recognized* and *designated* facilities and a minority of *indicated* facilities.

21. CHSLD du Château-sur-le-Lac-de-Sainte-Geneviève Inc.	
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A – Indicated institutions

Three out of the five CIUSSS from the Montréal administrative region offer a limited range of health services and social services in English. In a spirit of continuity of services, these three CIUSSS must, however, ensure that their English-speaking clients have access to out-of-territory services in English. Therefore, they are required to renew agreements with the following institutions, which were already participants in the 2012-2015 program.

- CIUSSS de l'Ouest-de-l'Île-de-Montréal [West Island CIUSSS]
 - Residential services
 - Youth protection services
 - Second-line mental health services
- CIUSSS du Centre-Ouest-de-l'Île-de-Montréal
 - Residential services
- MAB-Mackay Rehabilitation Centre
 - Services for the deaf and hearing impaired
- CISSS de la Montérégie-Ouest (Pavillon Foster)
 - Detoxification and addiction prevention (e.g. alcoholism, drug addiction, compulsive gambling, etc.), both for minors and adults.
- CISSS de Laval (Jewish Rehabilitation Hospital)
 - Rehabilitation services for the Jewish community.

NOTE

In the tables below, you will find the list of services *indicated* as required to be accessible in English for English-speaking clients, as concerns institutions 1 to 11, as well as an indication as to which facilities provide these services.

Since 2012 some services may have been moved to new facilities. However, these services remain in the *indicated* category. They must therefore continue to be accessible in English for English-speaking clients.

1 – CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Table 1: Services accessible in English at the CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Legend: facilities		
01: CLSC Verdun	02: CLSC Saint-Henri	03: CLSC de Ville-Émard – Côte-Saint-Paul
04: CLSC Saint-Louis-du-Parc	05: CLSC Plateau– Mont-Royal	06: CLSC Des Faubourgs
07: Centre de réadaptation Lucie-Bruneau	10: Centre de réadaptation en dépendance de Montréal	11: Institut de réadaptation Gingras-Lindsay-de-Montréal
13: Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Montréal	14: Hôpital de Verdun	17: CH du Manoir-de-Verdun
19: CH de Saint-Henri	20: CH Yvon-Brunet	25: CH du Manoir-de-l'âge-d'Or
29: CH Paul-Émile-Léger		
PROGRAM	SERVICES	FACILITIES
1. Public health	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Health education centre (CES)	01, 02, 03.
	– Healthy schools and environments (EMS)	01, 02, 03.
	– Integrated perinatal and early childhood services (SIPPE)	01, 02, 03.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
2. ID-ASD and PI	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 13.
	– Integrated multidisciplinary approach to stimulation (AMIS)	01, 02, 03.
	– Home services	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
	– Services for persons with traumatic spinal cord injuries and	07.
	– Services for traumatic quadriplegics requiring home ventilation	
	– Adjustment and rehabilitation services	13.
	– Services in the context of residential integration:	
	◦ family resources	
	◦ intermediary resources	
	◦ ongoing assistance resources or specialized clinical interventions	
	– Services in the context of work integration:	
	◦ workshops to support community integration	
	◦ day activity centres	
	– Services in the context of community integration:	
	◦ community integration support services	

Legend: facilities		
01: CLSC Verdun	02: CLSC Saint-Henri	03: CLSC de Ville-Émard – Côte-Saint-Paul
04: CLSC Saint-Louis-du-Parc	05: CLSC Plateau– Mont-Royal	06: CLSC Des Faubourgs
07: Centre de réadaptation Lucie-Bruneau	10: Centre de réadaptation en dépendance de Montréal	11: Institut de réadaptation Gingras-Lindsay-de-Montréal
13: Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Montréal	14: Hôpital de Verdun	17: CH du Manoir-de-Verdun
19: CH de Saint-Henri	20: CH Yvon-Brunet	25: CH du Manoir-de-l'âge-d'Or
29: CH Paul-Émile-Léger		
PROGRAM	SERVICES	FACILITIES
	◦ knowledge and quality of life maintenance services – Specialized educational assistance services for families and relatives – Specialized support services for partners – All facility services	11.
3. Youth	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Homelessness and youth on the street (regional mandate)	06.
	– Adolescent, family and childhood crisis service (CAFE)	01, 02, 03.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
4. SAS	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Day centre	17 or 19.
	– Home services	01, 02, 03, 04, 05, 06.
	– Residential services	25.
	– Specific unit services, type 2	20.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
5. Mental health and addiction	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 10 ⁷ .
	– Front-line mental health services (regional mandate) ⁸	
	– Psychosocial services	01, 02, 03, 04, 05, 06.
	– Psychosocial emergency - justice	29.
6. Physical health and general services	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Voluntary termination of pregnancy (regional mandate) ⁹	
	– Home services	01, 02, 03, 04, 05, 06.

7 At this facility, only reception, assessment, and guidance are available.

8 A telephone-based one-stop point of access.

9 A telephone-based one-stop point of access.

Legend: facilities		
01: CLSC Verdun	02: CLSC Saint-Henri	03: CLSC de Ville-Émard – Côte-Saint-Paul
04: CLSC Saint-Louis-du-Parc	05: CLSC Plateau– Mont-Royal	06: CLSC Des Faubourgs
07: Centre de réadaptation Lucie-Bruneau	10: Centre de réadaptation en dépendance de Montréal	11: Institut de réadaptation Gingras-Lindsay-de-Montréal
13: Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Montréal	14: Hôpital de Verdun	17: CH du Manoir-de-Verdun
19: CH de Saint-Henri	20: CH Yvon-Brunet	25: CH du Manoir-de-l'âge-d'Or
29: CH Paul-Émile-Léger		
PROGRAM	SERVICES	FACILITIES
	– Common medical services	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
	– Hospital-based emergency	14.
	– Services related to emergency measures	01, 02, 03, 04, 05, 06.
	– HIV-AIDS (regional mandate)	05, 06.
7. Other services	– <i>Côté cour</i> (regional mandate) [<i>Assistance for victims of domestic violence who must appear in court</i>]	05.
	– Occupational health ¹⁰	

¹⁰ Since 2015 this regional mandate derives from the Regional Public Health Board of the CIUSSS.

2 – CIUSSS de l'Est-de-l'Île-de-Montréal

Table 2: Services accessible in English at the CIUSSS de l'Est-de-l'Île-de-Montréal

Legend of facilities		
01: CLSC de Rivière-des-Prairies	02: CLSC de Pointe-aux-Trembles	03: CLSC Mercier-Est – Anjou
04: CLSC de Rosemont	05: CLSC Olivier-Guimond	06: CLSC de Hochelaga-Maisonneuve
07: CLSC de Saint-Léonard	08: CLSC de Saint-Michel	10: Hôpital Maisonneuve-Rosemont
22: CH Rousselot		
PROGRAM	SERVICES	FACILITIES
1. Public health	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Health education centres (CES)	01, 02, 03, 04, 05, 06, 07, 08.
	– Healthy schools and environments (EMS)	01, 02, 03, 04, 05, 06, 07, 08.
	– Integrated perinatal and early childhood services (SIPPE)	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
2. ID-ASD and PI	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Integrated multidisciplinary approach to stimulation (AMIS) ¹¹	01, 02, 03, 04, 05, 06, 07, 08.
	– Home services	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
3. Youth	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Adolescent, family and childhood crisis service (CAFE)	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
4. SAS	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychogeriatric services	04, 05, 06, 07, 08.
	– Home services	01, 02, 03, 04, 05, 06, 07, 08.
	– Specific unit services, type 3 (regional mandate)	22.

¹¹ If required, the services are provided on an individual basis for English-speaking clients; there are no group sessions in English.

Legend of facilities		
01: CLSC de Rivière-des-Prairies	02: CLSC de Pointe-aux-Trembles	03: CLSC Mercier-Est – Anjou
04: CLSC de Rosemont	05: CLSC Olivier-Guimond	06: CLSC de Hochelaga-Maisonneuve
07: CLSC de Saint-Léonard	08: CLSC de Saint-Michel	10: Hôpital Maisonneuve-Rosemont
22: CH Rousselot		
PROGRAM	SERVICES	FACILITIES
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
5. Mental health and addiction	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
	– Entremise Crisis Centre: assessment ¹²	05.
6. Physical health and general services	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06, 07, 08.
	– Prenatal courses (subregional mandate)	07.
	– Home services	01, 02, 03, 04, 05, 06, 07, 08.
	– Common medical services	01, 02, 03, 04, 05, 06, 07, 08.
	– Psychosocial services	01, 02, 03, 04, 05, 06, 07, 08.
	– Services related to emergency measures	01, 02, 03, 04, 05, 06, 07, 08.
	– Hospital-based emergency	10.

12 The Crisis Centre is located in the territory of the CLSC Olivier-Guimond and provides services to the entire East of Montreal.

3 – CIUSSS du Nord-de-l'Île-de-Montréal

Table 3: Services accessible in English at the CIUSSS du Nord-de-l'Île-de-Montréal

Legend of facilities		
01: CLSC d'Ahuntsic	02: CLSC de Montréal-Nord	03: CLSC de Bordeaux-Cartierville
04: CLSC de Saint-Laurent	05: CLSC de La Petite-Patrie	06: CLSC de Villeray
07: Hôpital du Sacré-Cœur de Montréal	09: Hôpital Jean-Talon	10: Hôpital Fleury
PROGRAM	SERVICES	FACILITIES
1. Public health	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Health education centres (CES)	01, 02, 03, 04, 05, 06.
	– Healthy schools and environments (EMS)	03, 04.
	– Integrated perinatal and early childhood services (SIPPE)	01, 02, 03, 04, 05, 06.
	– Psychosocial services	03, 04, 05, 06.
2. ID-ASD and PI	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Integrated multidisciplinary approach to stimulation (AMIS)	01, 02, 03, 04.
	– Home services	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
3. Youth	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Adolescent, family and childhood crisis service (CAFE)	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
4. SAS	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Day centre	01.
	– Home services	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
5. Mental health and addiction	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
6. Physical health and general services	– Reception, assessment, guidance, referral	01, 02, 03, 04, 05, 06.
	– Home services	01, 02, 03, 04, 05, 06.
	– Common medical services	03, 04, 05, 06.
	– Psychosocial services	01, 02, 03, 04, 05, 06.
	– Services related to emergency measures	01, 02, 03, 04, 05, 06.
	– Services for persons with traumatic spinal cord injuries and for traumatic quadriplegics requiring home ventilation	07.
	– Hospital-based emergency	07, 09, 10.

4 – Centre hospitalier universitaire Sainte-Justine

Table 4: Services accessible in English at the Centre hospitalier universitaire Sainte-Justine

PROGRAM	SERVICES	FACILITIES
1. Public Health		
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services	– Emergency	
	– Reception services	
	– Services for people with traumatic head injuries	
	– National bone marrow transplant program	

5 – Centre hospitalier de l'Université de Montréal

Table 5: Services accessible in English at the Centre hospitalier de l'Université de Montréal

PROGRAM	SERVICES	FACILITIES
1. Public Health		
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services	– Detoxification service	Hôpital Saint-Luc
	– Services for victims of severe burns	Hôpital Hôtel-Dieu

6 – Clinique communautaire de Pointe-Saint-Charles

Table 6: Services accessible in English at the Clinique communautaire de Pointe-Saint-Charles

PROGRAM	SERVICES	FACILITIES
1. Public Health	Institution <i>indicated</i> as required to make services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

7 – Vigi Santé Ltd.

Only the following Vigi Santé Ltd. facilities are targeted in this 2012-2015 Regional Program Update:

1. CHSLD Vigi Dollard-des-Ormeaux
2. CHSLD Vigi Mont-Royal
3. CHSLD Vigi Pierrefonds
4. CHSLD Vigi Reine-Élisabeth

Table 7: Services accessible in English at Vigi Santé Ltd.

PROGRAM	SERVICES	FACILITIES
1. Public health		CHSLD Vigi Dollard-des-Ormeaux CHSLD Vigi Mont-Royal CHSLD Vigi Pierrefonds CHSLD Vigi Reine-Élisabeth
2. ID-ASD and PI		
3. Youth		
4. SAS	– Reception	
	– Nursing care	
	– Medical care	
	– Rehabilitation services	
	– Day centre	
5. Mental health and addiction		
6. Physical health and general services		

8 – Villa Medica Inc.**Table 8: Services accessible in English at Villa Medica Inc.**

PROGRAM	SERVICES	FACILITIES
1. Public health		
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services	– Services for victims of serious burns	

9 – Centre d'accueil le Programme de Portage Inc.**Table 9: Services accessible in English at the Centre d'accueil le Programme de Portage Inc.**

PROGRAM	SERVICES	FACILITIES
1. Public health		
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction	– Reception, assessment, guidance	
	– Outpatient rehabilitation: drug addiction, alcoholism, and gambling	
	– Inpatient rehabilitation: drug addiction, alcoholism and gambling	
	– Substitution treatment	
	– Post in-patient treatment follow-up and reintegration program	
	– Family support and assistance	
6. Physical health and general services		

10 – Château Westmount

Table 10: Services accessible in English at Château Westmount

PROGRAM	SERVICES	FACILITIES
1. Public health		
2. ID-ASD and PI		
3. Youth		
4. SAS	– Residential services	
	– Day centre activities	
5. Mental health and addiction		
6. Physical health and general services		

B – Designated institutions

11 – Montreal West Island IUHSSC

The majority of the facilities belonging to the Montreal West Island Integrated University Health and Social Services Centre [CIUSSS de l’Ouest-de-l’Île-de Montréal] are recognized under the *Charter of the French Language* and designated under order in council 919-2006 from 12 October 2006. All the services of these facilities are therefore accessible in English. These facilities appear in the gray shaded area in Table 11.

Table 11 presents only the services that are *indicated* within other facilities of the CIUSSS.

Table 11: Services accessible in English at the Montreal West Island IUHSSC

Legend: facilities		
01: CLSC de Pierrefonds	02: CLSC du Lac-Saint-Louis	03: CLSC de Dorval-Lachine
04: CLSC de LaSalle	05: West Montreal Readaptation Centre	06: Batshaw Youth and Family Centres
07: Lakeshore General Hospital	08: Hôpital de LaSalle	09: CH de Dorval
10: CH Denis-Benjamin-Viger	11: CH de Lachine	12: CH de LaSalle
13: CH Nazaire-Piché	14: St. Mary’s Hospital Center (grouped)	15: Grace Dart Extended Care Centre (grouped)
16: Douglas Mental Health University Institute (grouped)		
PROGRAM	SERVICES	FACILITIES
1. Public health	– Reception, assessment, guidance, referral	03, 04.
	– Health education centres (CES)	03, 04.
	– Healthy schools and environments (EMS)	03, 04.
	– Integrated perinatal and early childhood services (SIPPE)	03, 04.
	– Psychosocial services	03, 04.
2. ID-ASD and PI	– Reception, assessment, guidance, referral	03, 04.
	– Integrated multidisciplinary approach to stimulation (AMIS)	03, 04.
	– Home services	03, 04.
	– Psychosocial services	03, 04.
3. Youth	– Reception, assessment, guidance, referral	03, 04.
	– Adolescent, family and childhood crisis service (CAFE)	03, 04.
	– Psychosocial services	03, 04.
4. SAS	– Reception, assessment, guidance, referral	03, 04.
	– Day centre	11, 12.

	– Home services	03, 04.
	– Psychosocial services	03, 04.
5. Mental health and addiction	– Reception, assessment, guidance, referral	03, 04.
	– Front-line mental health services	03, 04.
	– Psychosocial services	03, 04.
6. Physical health and general services	– Reception, assessment, guidance, referral	03, 04.
	– Home services	03, 04.
	– Common medical services	03, 04.
	– Psychosocial services	03, 04.
	– Services related to emergency measures	03, 04.
	– Hospital-based outpatient clinics	08.
	– Hospital-based emergency	08.

12 – CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

Table 12: Services accessible in English at the CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

Legend: facilities		
01: CLSC Côte-des-Neiges	02: CLSC Métro	03: CLSC Parc Extension
04: CLSC Benny Farm	05: CLSC René-Cassin	06: Catherine-Booth Hospital
07: Richardson Hospital	08: Henri-Bradet Residential Centre	09: St-Andrew Residential Centre
10: St-Margaret Residential Centre	11: Father-Dowd Residential Centre	12: The Sir Mortimer B. Davis Jewish General Hospital (grouped)
13: Miriam Home and Services (grouped)	14: Maimonides Hospital Geriatric Center Corporation (grouped)	15: Constance-Lethbridge Rehabilitation Centre (grouped)
16: Jewish Eldercare Centre (grouped)	17: Mount Sinai Hospital (grouped)	
PROGRAM	SERVICES	FACILITIES
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	All facilities
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

13 – McGill University Health Centre

Table 13: Services accessible in English at the McGill University Health Centre

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

14 – Shriners Hospital for Children (Québec) Inc.

Table 14: Services accessible in English at the Shriners Hospital for Children (Québec) Inc.

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

15 – CHSLD Bussey (Québec) Inc.

Table 15: Services accessible in English at CHSLD Bussey (Québec) Inc.

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

16 – CHSLD Bayview Inc.**Table 16: Services accessible in English at the CHSLD Bayview Inc.**

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

17 – MAB-Mackay Rehabilitation Centre**Table 17: Services accessible in English at the MAB-Mackay Rehabilitation Centre**

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

18 – Teen Haven

Table 18: Services accessible in English at Teen Haven

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

19 – Elizabeth House

Table 19: Services accessible in English at Elizabeth House

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

20 – 88980 Canada inc. (Manoir Beaconsfield)**Tableau 20: Services accessible in English at Manoir Beaconsfield**

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

21 – CHSLD du Château-sur-le-Lac-de-Sainte-Genève**Table 21: Services accessible in English at CHSLD du Château-sur-le-Lac-de Sainte-Genève**

PROGRAM	SERVICES	
1. Public health	Institution designated as required to make all health services and social services accessible in English, in compliance with the legislation in force, mandates entrusted thereto, and available resources.	
2. ID-ASD and PI		
3. Youth		
4. SAS		
5. Mental health and addiction		
6. Physical health and general services		

CONCLUSION

The intent of the 2016 update of the *Regional Program of Access to Services in the English Language for the English-Speaking Population of Montreal* is to maintain the services offered to the English-speaking population of the Montreal region and to reaffirm the commitments made for the 2012-2015 period.

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APPENDIX 1: LIST OF CIUSSS FACILITIES AND GROUPED FACILITIES

FACILITIES THAT MAKE UP THE CIUSSS DU CENTRE-SUD-DE-L'ÎLE-DE-MONTRÉAL		
01: CLSC Verdun	02: CLSC Saint-Henri	03: CLSC de Ville-Émard – Côte-Saint-Paul
04: CLSC Saint-Louis-du-Parc	05: CLSC Plateau-Mont-Royal	06: CLSC Des Faubourgs
07: Centre de réadaptation Lucie-Bruneau	08: Institut Raymond-Dewar	09: Institut universitaire de gériatrie de Montréal
10: Centre de réadaptation en dépendance de Montréal	11: Institut de réadaptation Gingras-Lindsay-de-Montréal	12: Centre Jeunesse de Montréal
13: Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Montréal	14: Hôpital de Verdun	15: CH de Verdun
16: CH Champlain	17: CH du Manoir-de-Verdun	18: CH des Seigneurs
19: CH de Saint-Henri	20: CH Yvon-Brunet	21: CH Réal-Morel
22: CH Louis-Riel	23: CH Armand-Lavergne	24: CH Bruchési
25: CH du Manoir-de-l'Âge-d'Or	26: CH Émilie-Gamelin	27: CH Ernest-Routhier
28: CH Jean-de La Lande	29: CH Paul-Émile-Léger	
Grouped institution		
30: The Montreal Chinese Hospital (1963) ¹³ [Hôpital chinois de Montréal (1963)]		

FACILITIES THAT MAKE UP THE CIUSSS DE L'EST-DE-L'ÎLE-DE-MONTRÉAL		
01: CLSC de Rivière-des-Prairies	02: CLSC de Pointe-aux-Trembles	03 CLSC Mercier-Est – Anjou
04: CLSC de Rosemont	05: CLSC Olivier-Guimond	06 CLSC de Hochelaga-Maisonneuve
07: CLSC de Saint-Léonard	08: CLSC de Saint-Michel	09 Institut universitaire en santé mentale de Montréal
10: Hôpital Maisonneuve-Rosemont	11: Institut Canadien-Polonais du Bien-être Inc ¹⁴	12 CH Biermans
13: CH Judith-Jasmin	14: CH Pierre-Joseph-Triest	15: CH François-Séguenot
16: CH Eloria-Lepage	17: CH J.-Henri-Charbonneau	18: CH Jeanne-Le Ber
19: CH de la Maison-Neuve	20: CH Marie-Rollet	21: CH Robert-Cliche
22: CH Rousselot	23: CH des Quatre-Saisons	24: CH des Quatre-Temps
25: CH de Saint-Michel		
Grouped institution		
26: Hôpital Santa Cabrini ¹⁵		

¹³ Institution recognized under section 29.1 of the Charter of the French Language as a provider of services to a majority of persons who speak languages other than French.

¹⁴ Same as above.

¹⁵ Same as note 13.

FACILITIES THAT MAKE UP THE CIUSSS DU NORD-DE-L'ÎLE-DE-MONTRÉAL		
01: CLSC d'Ahuntsic	02: CLSC de Montréal-Nord	03: CLSC de Bordeaux-Cartierville
04: CLSC de Saint-Laurent	05: CLSC de La Petite-Patrie	06: CLSC de Villieray
07: Hôpital du Sacré-Cœur de Montréal	08: Hôpital Rivière-des-Prairies	09: Hôpital Jean-Talon
10: Hôpital Fleury	11: CH Auclair	12: CH de Cartierville
13: CH de Louvain	14: CH de Saint-Laurent	15: CH Laurendeau
16: CH Légaré	17: CH Notre-Dame-de-la-Merci	18: CH Paul-Gouin
19: CH Paul-Lizotte	20: CH Saint-Joseph-de-la-Providence	21: CH Pavillon des Bâtisseurs

FACILITIES THAT MAKE UP THE CIUSSS DE L'OUEST-DE-L'ÎLE-DE-MONTRÉAL		
01: CLSC de Pierrefonds ¹⁶	02: CLSC du Lac-Saint-Louis	03: CLSC de Dorval-Lachine
04: CLSC de LaSalle	05: West Montreal Readaptation Centre [Centre de réadaptation de l'Ouest-de-Montréal]	06: Batshaw Youth and Family Centres [Les Centres de la jeunesse et de la famille Batshaw]
07: Lakeshore General Hospital [Hôpital général du Lakeshore]	08: Hôpital de LaSalle	09: CH de Dorval
10: CH Denis-Benjamin-Viger	11: CH de Lachine	12: CH de LaSalle
13: CH Nazaire-Piché		
Grouped institutions		
14: Mary's Hospital Center [Centre hospitalier de St. Mary]	15: Grace Dart Extended Care Centre [Centre de soins prolongés Grace Dart]	16: Douglas Mental Health University Institute [Institut universitaire en santé mentale Douglas]

FACILITIES THAT MAKE UP THE CIUSSS DU CENTRE-OUEST-DE-L'ÎLE-DE-MONTRÉAL		
01: CLSC Côte-des-Neiges	02: CLSC Métro	03: CLSC Parc Extension
04: CLSC Benny Farm	05: CLSC René-Cassin	06: Catherine-Booth Hospital [Hôpital Catherine-Booth]
07: Richardson Hospital [Hôpital Richardson]	08: Henri-Bradet Residential Centre [CH Henri-Bradet]	09: Saint-Andrew Residential Centre [CH Saint-Andrew]
10: Saint-Margaret Residential Centre [CH Saint-Margaret]	11: Father-Dowd Residential Centre [CH Father-Dowd]	
Grouped institutions		
12: Jewish General Hospital Sir Mortimer B. Davis [Hôpital général juif Sir Mortimer B. Davis]	13: Miriam Centre [Centre Miriam]	14: Maimonides Hospital Geriatric Centre [CH gériatrique Maimonides]
15: Constance-Lethbridge Rehabilitation Centre [Centre de réadaptation Constance-Lethbridge]	16: Jewish Eldercare Centre [CHSLD Juif]	17: Mount Sinai Hospital [Hôpital Mont-Sinaï]

16 Same as note 13. The gray shaded boxes indicate that these facilities are *designated* because they are *recognized* as providing their services to people, who, for the most part, are English-speakers.

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