

**CHAUDIÈRE-APPALACHES REGION ENGLISH-LANGUAGE
HEALTH AND SOCIAL SERVICES ACCESS PROGRAM FOR
ENGLISH SPEAKERS
2007-2010**

Adopted by the Board
on December 13, 2006

The masculine gender used in this document applies to men as well as women, without discrimination.

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NOTICE

In the case of divergent interpretation as for the contents of this version translated of the program of access to the services into English language, the French version, is that adopted by the board of directors of the Agency, will be taken.

TABLE OF CONTENTS

TABLE OF CONTENTS	i
ACKNOWLEDGEMENTS	ii
LIST OF TABLES.....	iii
INTRODUCTION.....	1
CHAPTER I LEGAL FRAMEWORK.....	2
CHAPTER II PROGRAM OBJECTIVES	3
CHAPTER III DIRECTIONS AND APPROACH	
3.1 Main directions.....	4
3.2 Approach and consolidation.....	4
CHAPTER IV TARGET POPULATION – CHAUDIÈRE-APPALACHES	6
CHAPTER V 2006 ACCESS PROGRAM	
5.1 Health and social service needs	12
5.2 Service offer	12
CONCLUSION	20
REFERENCES.....	21

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LIST OF TABLES

Table 1 English as a native language, by gender, total and percentage, Chaudière–Appalaches region and Quebec, 2001	7
Table 2 English as a native language, number and percentage, by territories covered by the <i>Centres de santé et de services sociaux</i> (CSSS), Chaudière–Appalaches region, 2001	8
Table 3 English as a native language, by age and residential area, Chaudière– Appalaches region and province of Quebec, 2001	9
Table 4 Full- and part-time school population, youth sector, private and public schools, by level and language, Chaudière–Appalaches region, 2003-2004.....	10
Table 5 Number of interventions with English speakers served in English (CLSC activities), by Chaudière-Appalaches region CSSS territories, from 2003-2004 to 2005-2006	11
Table 6 Services offered to the English-speaking population in the Chaudière Appalaches region, by CSSS territory, 2007-2010.....	13
Table 7 Services offered to the English-speaking population by Chaudière- Appalaches regional establishments, 2007-2010	16
Table 8 Services offered to the Chaudière-Appalaches English-speaking population by establishments from other regions, 2007-2010	19

INTRODUCTION

The goal of the English-language health and social services Access Program is to improve access to services offered by the establishments of the Chaudière-Appalaches region to English speakers.

Since the development of the last access program in 1999, major changes have been made to the network's structure, as well as to its governance. However, this did not alter the right for English speakers to receive health and social services in their native mother tongue first language.

This document will provide a clearer definition of the range of services which should be made available in English, as well as of the mandates of concerned establishments.

The responsibility for the review of the access program, which must be approved by the government and reviewed every three years, has been given to the *Agence de la santé et des services sociaux*,

CHAPTER I

LEGAL FRAMEWORK

The right for English speakers to receive health and social services in English is recognized by the *Act respecting health services and social services*.

Section 15 of the *Act respecting health services and social services* (R.S.Q., chapter S-4.2), states that “*English-speaking persons are entitled to receive health services and social services in the English language, in keeping with the organizational structure and human, material and financial resources of the institutions providing such services and to the extent provided by an access program referred to in section 348.*”

Section 348 states that “*Each agency, in collaboration with institutions, must develop a program of access to health services and social services in the English language for the English-speaking population of its area in the centers operated by the institutions of its region that it indicates or, as the case may be, develop jointly, with other agencies, such a program in centers operated by the institutions of another region.*”

Such a program must include all of a region’s establishments designated under Section 508, which mentions that “*The Government shall designate from among the institutions recognized under of section 29.1 of the Charter of the French language (R.S.Q. chapter C-11) those which are required to make health services and social services accessible in the English language to English-speaking persons.*”

According to article 509 of the *Act respecting health services and social services*, the government provides, by regulation, for the implementation of a provincial committee responsible for giving advice on “*the dispensing of health and social services in the English language and on the approval, evaluation and modification by the Government of each access program developed by an agency in accordance with section 348.*”

Moreover, in order to ensure the involvement of English speakers in the development of the access program, Section 510 of the Act indicates that “*The Government shall, by regulation, provide for the formation of regional committees entrusted with: 1) advising the agency concerning the access programs developed by that agency in accordance with section 348; 2) evaluating the access programs and suggesting modifications to them where expedient.*”

CHAPTER II

PROGRAM OBJECTIVES

The main objective of the English-language health and social services Access Program is to provide English speakers with better access to the health and social services offered by the establishments of the region or, if necessary, another region.

Another objective is to provide better access for English speakers to services adapted to their needs, and offer them as close as possible to their living environment.

CHAPTER III

DIRECTIONS AND APPROACH

3.1 Main directions

Bill 83, adopted in 2005 by the Legislative Assembly of Quebec, is the foundation of the new health care and services organization model, which relies on two major principles: populational responsibility and services prioritization. Their objective is to help users make their way in the health and social services network and ensure the continuity of clinical interventions.

Another main direction is the involvement of the user in his intervention plan as well as in the decisions taken regarding his health status or well-being. It also stresses the importance of establishments providing the community with English-language services whenever requested.

This translates into the consolidation of the intake, evaluation and referral functions, which become “universal services” that must be provided or made accessible. Therefore, the CSSS uphold their responsibilities towards the population by ensuring the management and monitoring of the users in the health and social services system. As the access program includes all of the network’s establishments, it is possible to refer users to second-level specialized services or to ultra-specialized resources, if necessary.

3.2 Approach and consultation

The access program review process involved the study of current documents and literature, as well as the reconfiguration of the regional access committee to ensure optimal representation of the English-speaking population.

During the months of October and November 2006, the *Agence* and the regional access committee held several meetings for the 2007-2010 access program review and validation exercise. A work plan was developed to collect the following data: the regional demographic data, the trend in services used as well as the current needs and service offer. This information allowed the analysis of the offer, the identification of gaps between the offer and current needs and of means to fulfill those needs, and finally the development of a proposed service offer for 2007-2010.

The *Direction de la santé publique* developed the various statistics tables presented in this document. They provide, among others, an overview, by CSSS territory, of the English-speaking population of the Chaudière-Appalaches region. Following this review, the updating of this program, through various clinical projects, will be closely monitored.

The current reviewed access program will be approved by the boards of the establishments by January 2007 and by the board of the *Agence* on December 13th.

CHAPTER IV

TARGET POPULATION

CHAUDIÈRE-APPALACHES

The objective of this chapter is to provide an overview of the English-speaking population of the Chaudière-Appalaches region. Data from the 2001 census¹ is used for the native language variable², which covers the entire population (100 %).

The definition of “Native language: English” is used at the regional level and covers people speaking “English” and “English and another non-official language”.

The English-speaking population of the Chaudière-Appalaches region regroups is estimated at 2,265 people (see Table 1)³. People taking part in this census declared “English” or “English and another non-official language” as their native language. English-speaking people account for 0.6 % of the region’s population, and this percentage is 8.1 % for the entire province.

In Chaudière-Appalaches, English speakers are men and women in equal proportions, except in Beauce-Sartigan, where 62 % of English speakers are women.

The Chutes-Chaudière (number: 680; percentage: 30.0 %), l’Amiante (410; 18.1 %), Desjardins (250; 11.0 %) and Beauce-Sartigan (230; 10.2 %) territories account for nearly 70 % of the region’s English speakers.

1 Data from the 2006 Census were not available at the time of writing.

2 The native language question is the only one asked to all respondents, and therefore covers **100%** of the population. Other linguistic variables, such as the First Official Language Spoken (**FOLS**), cover 20% of the population. As regional numbers for the English-speaking population tend to be very small, the **sampling error** tends to be more **important**.

3 Census data are **rounded at random** to eliminate all possibility of tracing statistical data back to a single individual. According to this method, all numbers, including totals, are rounded at random (up or down) up to a multiple of 5 and sometimes 10 (Statistics Canada, 1993, 45). Therefore, the total can be different from the sum of its parts.

The Chaudière-Appalaches region is home to a few English-speaking communities, which are more important in some territories,

Table 1
English as a native language¹, by gender, total and percentage,
Chaudière-Appalaches region and Quebec, 2001

		Total – Groups of age			Region %
		M	F	T	
L'islet	Total –native language	9 625	9 740	19 365	
	Total – English	15	20	35	1,5
Montmagny	Total –native language	11 590	11 845	23 435	
	Total – English	25	45	75	3,3
Bellechasse	Total –native language	14 745	14 825	29 570	
	Total – English	80	80	175	7,7
Desjardins	Total –native language	24 815	27 035	51 855	
	Total – English	125	115	250	11,0
Chutes-Chaudière	Total –native language	39 205	39 600	78 810	
	Total – English	345	335	680	30,0
Nouvelle-Beauce	Total –native language	13 110	12 735	25 850	
	Total – English	55	65	115	5,1
Robert-Cliche	Total –native language	9 390	9 380	18 770	
	Total – English	45	25	70	3,1
Les Etchemins	Total –native language	8 945	8 795	17 745	
	Total – English	25	35	60	2,6
Beauce-Sartigan	Total –native language	23 955	23 920	47 870	
	Total – English	90	150	230	10,2
L'Amiante	Total –native language	21 175	22 075	43 245	
	Total – English	205	200	410	18,1
Lotbinière	Total –native language	13 645	13 205	26 850	
	Total – English	90	75	165	7,3
Chaudière-Appalaches Region	Total –native language	190 200	193 155	383 365	
	Total – English	1 100	1 145	2 265	100,0
Province of Quebec	Total –native language	3 532 845	3 704 635	7 237 480	% English, QC
	Total – English	288 490	301 665	590 160	8,2

¹ English as a native language - this variable includes the following Statistics Canada census categories: "English" and "English and non-official language".

Source: Statistics Canada, 2001 Census, catalog number 95F0334XCB01 001

Production: ASSS de Chaudière-Appalaches, DSPE (SRE), 2006.

Table 2 shows that the *Réseau local de services du Grand Littoral* has the largest number (1,385) and the biggest proportion (61 %) of English speakers. The Thetford (18 %) and Beauce (13 %) CSSSs are the establishments with the most potential English-speaking users.

Table 2
English as a native language, number and percentage, by territories covered by the Centres de santé et de services sociaux (CSSS), Chaudière–Appalaches region, 2001

Territories served by CSSSs	Number	%
Centre de santé et de services sociaux du Grand Littoral :	1 385	61,1
Centre de santé et de services sociaux de la région de Thetford :	410	18,1
Centre de santé et de services sociaux de Beauce :	300	13,2
Centre de santé et de services sociaux de Montmagny – L'Islet :	110	4,9
Centre de santé et de services sociaux des Etchemins :	60	2,6
	2 265	100,0

As for the distribution according to the age of the population, it has been divided into five groups: 0-14, 15-24, 25-44, 45-64 and seniors, aged 65 years or more (Table 3).

In every age group, the proportion of English speakers, compared to the total population, is a lot inferior (0.6% total) than the average for the province of Quebec (8.2%).

For Quebec, the group of the 25-44 years (29,5 %) presents the strongest proportion of people having English as a native language. In Chaudière-Appalaches region, the groups of the 25-44 years as that of the 45-64 years represent the strongest proportions. The English population of the Chaudière-Appalaches area is distinguished compared to the remainder from Quebec for the people from 45-64 years, which account for 32,2 % to 23,6 % compared.

Even though the proportions vary from one CSSS to another, the same situation can be observed in each individual territory, compared to the regional level. Because of the small numbers involved, the numbers and percentages for other age groups should also be considered.

Table 3
English as a native¹ language, by age and residential area,
Chaudière-Appalaches region and province of Quebec, 2001

Territory of Residence	0-14 ans	15-24 ans	25-44 ans	45-64 ans	65 or more	Total
Montmagny-L'Islet						
Total - native language	7 025	5 340	11 530	11 805	7 110	42 800
English	10	10	30	45	10	110
<i>% of the total – English speakers</i>	9,1	9,1	27,3	40,9	9,1	100,0
Grand Littoral						
Total - native language	40 490	29 670	63 185	55 520	24 090	212 935
English	145	125	450	465	200	1 385
<i>% of the total – English speakers</i>	10,5	9,0	32,5	33,6	14,4	100,0
Beauce						
Total - native language	12 495	10 410	19 220	16 385	8 125	66 640
English	45	40	120	85	20	300
<i>% of the total – English speakers</i>	15,0	13,3	40,0	28,3	6,7	100,0
Etchemins						
Total - native language	3 020	2 495	4 660	4 685	2 885	17 745
English	10	5	25	25	-	60
<i>% of the total – English speakers</i>	16,7	8,3	41,7	41,7	-	100,0
Région de Thetford						
Total - native language	6 395	5 775	10 465	12 825	7 780	43 245
English	55	40	110	110	80	410
<i>% of the total – English speakers</i>	13,4	9,8	26,8	26,8	19,5	100,0
Chaudière-Appalaches						
Total - native language	69 425	53 690	109 060	101 220	49 990	383 365
English	265	220	735	730	310	2 265
<i>% of the total – English speakers</i>	11,7	9,7	32,5	32,2	13,7	100,0
Le Québec						
Total - native language	1 291 580	949 480	2 165 755	1 870 850	959 815	7 237 480
English	113 210	77 090	174 050	139 080	86 715	590 160
<i>% of the total – English speakers</i>	19,2	13,1	29,5	23,6	14,7	100,0

¹ English as a native language – this variable includes the following Statistics Canada census categories :

« English » and « English and non-official language ».

Source : Statistics Canada, 2001 Census, catalog number 95F0334XCB2001001.

Production : ASSS de Chaudière-Appalaches, DSPE (SRE), 2006.

At School

In 2003-2004, 314 students from the region were attending English schools. Strong proportions (60 %) of these students were at the elementary level, notably at the St-Patrick Elementary School or at the Johnson High school in Thetford Mines

Table 4

Full- and part-time school population, youth sector, private and public schools, by level and language,
Chaudière–Appalaches region, 2003-2004

	Number	Percentage
Preschool		
(Kindergarten, 5 years)	4 004	<i>100,0</i>
French	3 976	<i>99,3</i>
English	28	<i>0,7</i>
Primagy	28 163	<i>100,0</i>
French	27 978	<i>99,3</i>
English	185	<i>0,7</i>
Secondary	25 581	<i>100,0</i>
French	25 480	<i>99,6</i>
English	101	<i>0,4</i>
TOTAL	59 419	<i>100,0</i>
French	59 105	<i>99,5</i>
English	314	<i>0,5</i>

Source : Déclaration des clientèles scolaires (DCS), MELS, site internet du MELS, http://www.meq.gouv.qc.ca/stat/stat_edu/index.htm, visited August 28th 2006, in EDUCATION STATISTICS BULLETIN - 2005, - Edition, Primary, secondary, college and university, p. 54.
Production : ASSS Chaudière-Appalaches, DSPE (SRE), 2006

At work

The goal of the “language at work” variable (20 % sample taken in the overall population) is to identify the language used most frequently at work. Two languages may be declared only if they are equally used at work. In its definition, this variable includes the language used most frequently, among others, for interactions with clients and colleagues, and for written communications.

In the region, 960 respondents stated that they used primarily English at work⁴ and 50 use another, unofficial language more often than they use English.

Chutes-de-la-Chaudière (225), Beauce-Sartigan (200) and Desjardins (100) are the sectors where the most respondents use English as their primary language at work. City-wise, Saint-Georges (95), Lévis (85) and Saint-Nicolas (90) have the most English-speaking citizens.

Social and health services

According to the 2004 birth registry, 18 babies were born to English-speaking mothers that year. Moreover, for 15 of these newborns, the language spoken at home is English. It is important to note that 80 % of these children live in the territory covered by the *CSSS du Grand Littoral*.

The following table shows that the CSSS already provide some of these services in English.

Table 5
Number of interventions with English speakers served in English (CLSC activities), by Chaudière-Appalaches region CSSS territory, from 2003-2004 to 2005-2006

	2003-2004	2004-2005	2005-2006
CSSS de Montmagny-L'Islet	30	23	18
CSSS du Grand-Littoral	113	138	190
CSSS de Beauce	11	18	16
CSSS des Etchemins	18	15	29
CSSS de la région de Thetford	70	18	31
Chaudière-Appalaches	242	212	284

Source : I-CLSC, from 2003 to 2006

Production : ASSS de Chaudière-Appalaches, DSPE (SRE), 2006

⁴ Source: Statistics Canada, 2001 Census. Compilation and processing: Institut de la statistique du Québec, 2003, updated March 11, 2003. Site visited September 20th 2006 http://www.stat.gouv.qc.ca/regions/recens2001_12/langue12/langtrav12.htm. NOTE: individuals aged 15 or more working since January 2000 at the time of the census were the only accepted respondents.

CHAPTER V

2006 ACCESS PROGRAM

5.1 Health and social service needs

An analysis showed the needs of the English-speaking population of the Chaudière-Appalaches region to be similar to those of the population in general.

However, in English-speaking communities, support from the family or community is much stronger. Consequently, English speakers are more inclined to turn to their immediate surroundings for help and support in the service network.

Also, some data indicate that English-speaking seniors tend to leave the region when they become less self-sufficient and need long-term housing. This will need to be considered in the monitoring work related to this access program.

5.2 Service Offer

The service offer accessible by CSSS territory for the Chaudière-Appalaches region is displayed in Table 6. Table 7 shows services offered in English by regional establishments.

As for the services offered to the English-speaking population of the Chaudière-Appalaches region by establishments in other regions, the Jeffery Hale – St. Brigid's hospital, in the Capitale-Nationale region, provides health care services and acts as a nursing home for the elderly. The Centres jeunesse Batshaw, in Montreal, offer internal, secure services to youths aged from 12 to 18 from Chaudière-Appalaches area. The Pavillon Foster, also in Montreal, provides internal rehabilitation services to alcoholics and drug addicts (see Table 8).

Table 6
Services offered to the English speaking population in the Chaudière-Appalaches region,
by CSSS territory, 2007-2010

Establishment	Territory	Services offered
Centre de santé et de services sociaux de Beauce	MRC Beauce-Sartigan et Robert-Cliche	Service offer under 3 missions: hospital centre, LCSC (CLSC) and residential and long-term care centre (CHSLD) <ul style="list-style-type: none"> - Intake - Evaluation - Referral - Transactional supportive care Means : <ul style="list-style-type: none"> - Identifying staff members able to understand and speak English who agree to act as interpreters. - Updating the list of English-speaking caregivers
	Chaudière-Appalaches	Info-Santé <ul style="list-style-type: none"> - Health line for the Chaudière-Appalaches population Info-Social <ul style="list-style-type: none"> - Health line for the general public Means : <ul style="list-style-type: none"> - Home menu in English and French - Redirection of calls to the 4 identified English-speaking Info-Santé centrals (Estrie, Outaouais, Montreal, Montérégie) - Identifying staff members able to understand and speak English who agree to act as interpreters - Updating the list of English-speaking caregivers - Connecting the 15 centrals together (January 2007)

Table 6 (continued)

Services offered to the English speaking population, by Chaudière Appalaches region CSSS territory, 2007-2010

Establishment	Territory	Services offered
Centre de santé et de services sociaux de la région de Thetford	MRC de l'Amiante	<ul style="list-style-type: none"> - Intake - Evaluation - Referral - Transactional supportive care <p>Means :</p> <ul style="list-style-type: none"> - Personalized training for operators and receptionists - Centralized intake project - Identifying staff members able to understand and speak English who agree to act as interpreters - Updating the list of English-speaking caregivers - Collaboration from MCDC volunteers at different steps of the service offer
Centre de santé et de services sociaux de Montmagny-L'Islet	MRC de Montmagny-L'Islet	<ul style="list-style-type: none"> - Intake - Evaluation - Referral <ul style="list-style-type: none"> o 4 LCSC sites : Saint-Pamphile, Saint-Jean-Port-Joli, Montmagny and Saint-Fabien de Panet <ul style="list-style-type: none"> - Medical services : <ul style="list-style-type: none"> o Montmagny hospital centre emergency ward o Saint-Jean-Port-Joli LCSC first-line emergency unit o On-call doctor at Saint-Pamphile o On-call doctor at Saint-Fabien de Panet <ul style="list-style-type: none"> - Santé au travail (Chaudière-Appalaches workplace health – regional mandate)

Table 6 (continued)

Services offered to the English speaking population, by Chaudière Appalaches region CSSS territory, 2007-2010

Établissements	Territoires	Services offerts
		<p>Means :</p> <ul style="list-style-type: none"> - Identifying staff members able to understand and speak English who agree to act as interpreters and to offer the same service at sites providing intake, evaluation and referral services according to established schedules and available resources - Updating the list of English-speaking caregivers among the staff working at the various sites. These resources could be put to use if necessary
Centre de santé et de services sociaux des Etchemins	MRC Les Etchemins	<ul style="list-style-type: none"> - Intake - Evaluation - Referral <p>Means :</p> <ul style="list-style-type: none"> - Identifying staff members able to understand and speak English who agree to act as interpreters and to offer the same service at sites providing intake, evaluation and referral services according to established schedules and available resources - Annual update of the list of English-speaking caregivers among the staff, by program and field. These resources could be put to use if necessary, according to schedules and availability
Centre de santé et de services sociaux du Grand Littoral	MRC de Lotbinière, Nouvelle- Beauce, Bellechasse et Lévis	<ul style="list-style-type: none"> - Intake - Evaluation - Referral <p>Means :</p> <ul style="list-style-type: none"> - Identifying staff members able to understand and speak English who agree to act and provide services as interpreters - Updating the list of English-speaking caregivers

Table 7**Services offered to the English speaking population by Chaudière-Appalaches regional establishments, 2007-2010**

Establishment	Territory	Services offered
Centre de réadaptation en alcoolisme et toxicomanie de Chaudière-Appalaches	Chaudière-Appalaches	<ul style="list-style-type: none"> - Evaluation - Referral - Information <p>Means :</p> <ul style="list-style-type: none"> - Transferring calls to the administrative assistant of the administrative center in Beauceville for information from the director or coordinators on the service offer and translation of specific needs - Transfer, if necessary, for the provision of intensive care with housing services, to the Pavillon Foster, a designated rehabilitation center - Referral, for external services, to a Social service professional who will agree to work in English. Transport arrangements will be determined on a case-by-case basis
Centre de réadaptation en déficience intellectuelle de Chaudière-Appalaches	Chaudière-Appalaches	<ul style="list-style-type: none"> - Intake - Evaluation - Accomodation - Rehabilitation - Social integration <p>Means :</p> <ul style="list-style-type: none"> - Identifying English-speaking executives and Social service professional. They must agree to work in English with English-speaking users and support the establishment in the identification and implementation of tools or clinical protocols designed to meet the needs of the clientele - In some cases, the provision of services could be contracted to different partners deemed able to offer specialized services in English that meet quality standards

Tableau 7 (continued)

Services offered to the English speaking population by Chaudière-Appalaches regional establishments, 2007-2010

Establishment	Territory	Services offered
Centre de réadaptation en déficience physique de Chaudière-Appalaches	Chaudière-Appalaches	<ul style="list-style-type: none"> - Intake - Evaluation - Clinical services <p>Means :</p> <ul style="list-style-type: none"> - Identifying staff members able to understand and speak English who agree to act as interpreters - Updating the list of English-speaking caregivers - Translating various documents pertaining to provided services
Centres jeunesse de Chaudière-Appalaches	Chaudière-Appalaches	<ul style="list-style-type: none"> - Youth Protection : <ul style="list-style-type: none"> o Report intake and processing o Psychosocial emergencies o Evaluation/referral o Measure enforcement o Adoption - Services to young offenders - Rehabilitation services <p>Means :</p> <ul style="list-style-type: none"> ➤ Identifying staff members able to understand and speak English who agree to act as interpreters ➤ Updating the list of English-speaking caregivers

Tableau 7 (continued)

Services offered to the English speaking population by Chaudière-Appalaches regional establishments, 2007-2010

Establishment	Territory	Services offered
Centre hospitalier affilié universitaire Hôtel-Dieu de Lévis	Chaudière-Appalaches	<ul style="list-style-type: none">- Specialized and ultraspecialized services- Diagnostic and therapeutic services- Physical and mental short-term health care <p>Means :</p> <ul style="list-style-type: none">- Identifying staff members able to understand and speak English who agree to act as interpreters- Updating the list of English-speaking caregivers- Personalized training

Table 8
Services offered to the Chaudière-Appalaches English speaking population by establishments from other regions, 2007-2010

Establishment	Territory	Services offered
Centre jeunesse Batshaw et Centre jeunesse Shawbridge	Montreal and other regions	Troubled youths - Internal secure services for youths aged 12-18
Centre de réadaptation pour personnes alcooliques et toxicomanes Pavillon Foster	Montreal and other regions	Drug addiction ➤ Internal rehabilitation
L'Hôpital Jeffery Hale - Saint Brigid's	Quebec	Services to frail elderly users

CONCLUSION

The review of the English-language health and social services Access Program for English speakers was performed according to the recommendations, bases and objectives of the *ministère de la Santé et des Services sociaux's* new reference framework for the development of access programs.

The program considers regional realities, such as the number and concentration of the English-speaking population and its specific needs. With this program, the Chaudière-Appalaches region will be able to provide services in English for the global target English-speaking user groups on its territory.

The English-speaking community has shown, since long, a strong community spirit which must be preserved. The regional program will build on this positive element through partnerships and complementary efforts.

References to other regions of the province have been considered for specific cases, or situations requiring an English-language expertise offered in another region.

The next steps will include the development of a regional action plan, which will cover the next three years, ensuring the monitoring of the access program update through the identification of targets for action, metrics and a schedule for 2007-2010. The Regional Access Committee will be tasked with the monitoring of this action plan and the forming, if necessary, of new partnerships.

The implementation of this access program is an important step in the facilitation of the monitoring of this program, which is why the *Agence* will develop, in conjunction with its partners, a launch activity maximizing the outreach through the network and to the English-speaking population.

The involvement of the region's establishments, as well as of the English-speaking community, was instrumental in the review of the access program

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