

A publication of:**Centre intégré de santé et de services sociaux (CISSS) de Laval**

1755, boul. René-Laennec

Laval (Québec) H7M 3L9

Coordination of the update

M^{me} Hélène Duval, répondante régionale PSOC et accès aux services en langue anglaise, Direction générale

M. Gary Stoopler, directeur des programmes de déficience intellectuelle, trouble du spectre de l'autisme et déficience physique

Secretariat

Francine Prévost, agente administrative, Direction générale

Diffusion

This document is available electronically at: www.lavalensanté.com in the Documentation section, under Publications.

The masculine in the document refers to both women and men.

Legal Deposit – Bibliothèque et Archives nationales du Québec, 2016
ISBN-978-2-550-75674-3 (PDF version)

Partial or complete document reproduction for personal and non-commercial purposes is permitted as long the source is mentioned.

© Centre intégré de santé et de services sociaux de Laval, 2016

LIST OF ACRONYMS AND NAMES

Agency	Agence de la santé et des services sociaux
ASD	Autism Spectrum Disorders
ASL	American sign language interpretation services
CISSS	Centre intégré de santé et de services sociaux
CJ	Centre jeunesse
CJL	Centre jeunesse de Laval
CLSC	Centre local de santé communautaire (Local Community Health Centre)
CRDITED	Centre de réadaptation en déficience intellectuelle et en troubles envahissants du développement de Laval
DSP	Direction santé publique
FCY	Family-Child-Youth
ID-PDD	Intellectual Disability – Pervasive Development Disorders
JGH	Jewish General Hospital
JRH	Jewish Rehabilitation Hospital
LSSSS	Act Respecting Health Services and Social Services
MSSS	Ministry of Health and Social Services
PD	Physical Disability
SAD	Soutien à domicile (home support)
SAPA	Support for the autonomy of the elderly
SIPPE	Services intégrés en périnatalité et pour la petite enfance
TSA	Autism Spectrum Disorders
YCJA	Youth Criminal Justice Act
YPA	Youth Protection Act

CONTEXT OF THIS UPDATE

On November 4th, 2010, the Minister of Health and Social services asked the *Agence de la santé et des services sociaux de Laval* to revise the *Program of Access to Health and Social Services in The English Language in The Laval Region* that the Agency had produced for 2007-2010. The revision exercise involved the participation of all of the health care institutions in Laval's health network as well the collaboration with other regional agencies in order to ensure access to the English-language services offered in another region.

On March 28th, 2011, the Board of Directors of the Laval Agency approved the *2012-2015 Access Program to Health and Social Services in The English Language in The Laval Region*. The program was subsequently adopted by government decree.

In March of 2015, within the context of the reorganisation of the health and social services network, a draft version of an updated regional access program was submitted to the *Secrétariat à l'accès aux services en langue anglaise* of the MSSS for review. However, following the adoption of law 10, the MSSS decided to delay the adoption of all regional access programs given the significant changes in the network and the creation of the centres intégrés de santé et de services sociaux. As a temporary measure, the MSSS asked each region to update the section (chapter 3) in the 2012-2015 Access Program relating to the services that are available in the English language.

The revision process for the Regional Access Program has been postponed to 2017 in order to allow for the development of a new reference framework by the MSSS that reflects the new organisation of the health and social services network.

In addition, the MSSS will be establishing Regional Access Committees responsible for providing advice to an institution on the regional access program, to evaluate the program, and when appropriate, to suggest modifications.

CHAPTER 3: SERVICES IN THE ENGLISH LANGUAGE

The region's institutions were consulted so that they would identify the services offered to English-speaking community. These institutions are committing themselves formally to implementing all the conditions necessary to make the following services accessible to any English-speaking individual by the time the next access program is adopted.

However, there may be no speaker can not offer services in English or may not be available at the time the request for service is made. If the language barrier makes access to effective care and services, stakeholders must seek, in the immediate environment, a person capable of translating the exchange between the user and the caregiver.

The following is a list of the installations and services in the Access Program:

DESIGNATED INSTITUTIONS

JEWISH REHABILITATION HOSPITAL	
2007-2010 (DESIGNATED INSTITUTION)	2011-2016 (DESIGNATED INSTITUTION)
All services Exception for children with visual and/or hearing impairments. Some must go to Montréal.	All services* Exception for children with visual and/or hearing impairments. Certain evaluations or interventions are done in Montréal when specialized equipment is used. * See Appendix 3

INDICATED INSTITUTIONS AND SERVICES

CRDITED OF LAVAL	
2007-2010	2011-2016
Access mechanisms	Access mechanisms: intake, evaluation, orientation
Client services in Chomedey North and South districts	Client services in all territories of CRDITED of Laval * Depending on personnel on site
Services for the child and family, including autism and PDD * Depending on personnel on site	Support services for the child and family, including Autism Spectrum Disorders * Depending on personnel on site
	Fourteen positions for specialized educators with skills in both languages specifically meet the needs of English-speaking users.

CENTRE JEUNESSE DE LAVAL	
2007-2010	2011-2016
Intake and handling of reported cases	Intake and handling of reported cases
Youth emergency	Youth Emergency
Adoption services	Adoption Services
Pre-sentencing services "Youth Criminal Justice Act" (YCJA)	Pre-Sentencing Services (YCJA)
Evaluation/orientation "Youth Protection Act" (YPA)	Evaluation/Orientation (YPA)
Psychosocial services (<i>lodging and rehabilitation assumed by CJ Batshaw by agreement</i>)	Psychosocial Services (<i>lodging and rehabilitation assumed by CJ Batshaw by agreement with CISSS de Laval</i>)
Family mediation including expertise in Superior Court for child custody	Family mediation including expertise in Superior Court for child custody

CLSC DES MILLE-ÎLES, DU MARIGOT, DU RUISSEAU PAPINEAU, DE SAINTE-ROSE	
2007-2010	2011-2016
Info-Santé: general population	Info-Santé: general population
Info-Social: telephone response	Info-Social: telephone response
Intake/evaluation/orientation	Intake/Evaluation/Orientation
Nursing and psychosocial services	<p>For General Services</p> <p>For nursing and psychosocial services, English is functional in the Ruisseau-Papineau territory. For the other territories and the recall list, 25% of personnel have functional English.</p> <p>For Family-Child-Youth Programs</p> <p><i>Perinatality</i></p> <ul style="list-style-type: none"> • For <i>post-partum</i> perinatal nursing services, the services are accessible • At SIPPE, a percentage of 20% of nurses is required and maintained to meet needs • In schools, the services are accessible

CLSC DES MILLE-ÎLES, DU MARIGOT, DU RUISSEAU PAPINEAU, DE SAINTE-ROSE	
2007-2010	2011-2016
	<p><i>Centre ambulatoire</i></p> <ul style="list-style-type: none"> • Newborn Clinic: Depending on nursing personnel on site • Premature Infant Clinic: Depending on nursing personnel on site <p>The assessment services in speech therapy and development are in English; there is at least one professional who is able to work in English, which represents 25% of the staff with functional English. Demand is increasing (<i>services to be reevaluated</i>).</p> <p><i>Psychosocial</i></p> <ul style="list-style-type: none"> • In the following teams, 25% of the staff can meet the clients' needs, which corresponds appropriately to the demand. <ul style="list-style-type: none"> ○ Regional School Services ○ Services for Troubled Youth 0–4 years and 5–17 years ○ DI-TSA and PD services ○ Youth Mental Health Services (<i>including suicide and emergency measures</i>) • Psychosocial Services offering 100% response in English • Psychosocial Services in English-speaking communities (<i>including healthy school, dependency, parents' group</i>) • Accès-cible crisis service, 24/7, for psychosocial crises on referral • Perinatal Loss Clinic • FCY point of entry: <ul style="list-style-type: none"> ○ 0-4 years (perinatality and DI-TSA and PD) ○ 5-17 years (troubled youth, mental health, school)

CLSC DES MILLE-ÎLES, DU MARIGOT, DU RUISSEAU PAPINEAU, DE SAINTE-ROSE	
2007-2010	2011-2016
Home support/elderly (<i>except occupational therapy and physiotherapy</i>)	<p>Home Support</p> <p><i>General Services</i></p> <p>Support is organized over a wide territory (<i>North-South or East-West division</i>). Each team must cover a territory of English-speaking people. Personnel are selected to comply with a minimum 25% of personnel per team with functional English.</p> <p>We cannot include occupational therapists and physiotherapists (<i>shortage for hiring these professionals</i>).</p> <p><i>For people with age-related loss of autonomy:</i></p> <p>All home support services in age-related loss of autonomy can be offered in French and in English depending on the personnel on site. For the point of entry and the home support services (SAD) team – Chomedey, the service providers speak English. For the other sectors, the service is offered as needed. The occupational therapists and physio-therapists speak English.</p>
Mental health program	<p>25% of the staff can respond to the clients' need for psychosocial services in youth mental health (<i>including suicide and emergency measures</i>)</p> <p>The services are maintained for adults</p>
Day centre	<p>Day Centre for the elderly</p> <p>The services are mainly concentrated at the Ste-Dorothée day centre</p>

CLSC DES MILLE-ÎLES, DU MARIGOT, DU RUISSEAU PAPINEAU, DE SAINTE-ROSE	
2007-2010	2011-2016
Intake-Reception (<i>secretary</i>)	<p>Functional English requirement</p> <p><i>For General Services</i></p> <p>Functional English is required for the Ruisseau-Papineau territory. For the other territories as well as for the recall list, selection is based on an attempt to maintain 25% of staff with functional English.</p> <p>Western island point of service: intake, reception, chronic disease management, support for medical clinics and front-line services to be developed there (<i>including adult mental health</i>) will be available in English. Employees must have general English language skills.</p>

CITÉ-DE-LA-SANTÉ HOSPITAL	
2007-2010	2011-2016
Intake	Intake for professional and hospital services
Emergency	Emergency for professional and hospital services
Intensive care	Intensive care for physical health
Call answering	Call answering for professional and hospital services
Archives	Archives for professional and hospital services
Testing services	Testing services for professional and hospital services

CHSLD FERNAND LAROQUE, IDOLA ST-JEAN, DE LA PINIÈRE, ROSE-DE-LIMA, SAINTE-DOROTHÉE	
2007-2010	2011-2016
Admitting services	Admitting Services
Food and dietary service	Food and Dietary Service
Nursing care	Nursing Care
Nursing services in the pavilion (<i>service provided by the CHSLDs in Laval</i>)	Nursing Services in Intermediate Resources (<i>service provided by the CISSS</i>)

MANOIR ST-PATRICE (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016
Admitting services	Admitting Services
Nursing services	Nursing Services
Food and dietary service	Food and Dietary Service
Occupational therapy	Rehabilitation Services
	Guided Activities

SANTÉ COURVILLE (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016
Admitting services	Admitting Services
Physiotherapist (<i>with translation</i>)	Physiotherapist (<i>with translation</i>)
Occupational therapist (<i>with translation</i>)	
Leisure activities	Leisure Activities

CHSLD ST-JUDE (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016
	Intake and Admitting Services

CHSLD CHAMPLAIN ST-FRANÇOIS (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016
	Intake Service
The other services are accessible on a “ <i>bona fide</i> ” basis	

CHSLD VIGI L'ORCHIDÉE BLANCHE (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016
	Intake Service*
	Nursing Care*
	Rehabilitation Service*
	Medical Care*
* These services are offered on a “ <i>bona fide</i> ” basis. The current clientele is not English-speaking. The institution has not evaluated the employees’ capacity to communicate in English. Some employees can express themselves in English and could provide assistance to others. The doctors and some rehabilitation professionals can also communicate in English.	

RÉSIDENCE RIVIERA (PRIVATE CHSLD UNDER AGREEMENT)	
2007-2010	2011-2016*
	Intake Service for residents and their families
* Comments: These services may be accessible by 2014. Support for English language training and document translation such as the resident’s guide, forms, etc., will be necessary.	

INSTITUTIONS OUTSIDE THE REGION THAT PROVIDE SERVICES FOR LAVAL RESIDENTS

A certain proportion of the English-speaking population historically uses services in Montréal. Here is a list of the services offered to Laval's English-speaking population by some institutions located outside the region.

General and specialized care hospital centres

<i>Institutions</i>	<i>Services</i>
St. Mary's Hospital Centre	Short-term hospital services
Jewish General Hospital	Short-term hospital services

Psychiatric care hospital centres

<i>Institutions</i>	<i>Services</i>
Douglas Hospital	Mental health services
Pinel Institute	Psychiatry-justice
Jewish General Hospital	Mental health services

Youth centres

<i>Institution</i>	<i>Services</i>
Batshaw Youth and Family Centres	Inpatient services for troubled youth

Rehabilitation centres for people presenting an intellectual disability or ASD

<i>Institutions</i>	<i>Services</i>
Miriam Home and Services	Out-patient services
West Montreal Rehabilitation Centre	In-patient services

Rehabilitation centre for people with a hearing and visual deficiency

<i>Institution</i>	<i>Services</i>
MAB Mackay Centre	Regular services

Rehabilitation centre for addictions

<i>Institution</i>	<i>Services</i>
Pavillon Foster	Regular services

Centre de la communauté sourde du Montréal métropolitain (CCSMM)

<i>Institution</i>	<i>Services</i>
CCSMM	American sign language (ASL) interpretation services (<i>Agreement</i>)

APPENDIX 3 Jewish Rehabilitation Hospital Services

Directorate	Service	Service available in English
Professional Services	Intake	√
	Admissions/Bed management	√
	Medical Records	√
	Radiology	√
	Laboratory	√
	Pharmacy	√
	Library	√
Medical	General Practitioners	√
	Consultants	√
Rehabilitation Services and Programs	Neurology Program	√
	Physical Health Program	√
	Trauma Program	√
	PEDIP Program	√
	Pediatric Program	√
	Outpatient Clinic Program	√
	Driving	√
	ERIC	√
	RTI	√
	Technical Aid Services	√
	Orderlies	√
	Reception	√
	Nursing Care	3 rd floor
4 th floor		√
Chaplain		√
Dietary		√
Cafeteria		√
Hairdresser		√
Volunteers		√
Recreational Activities		√
Infection Control		√
Nursing Care – Outpatient Clinics		√
Administrative Services		Patient accounts
	Safety	√
Other	Complaints Commissioner	√
	Mr. Bean Coffee Shop	√
	Foundation	√