



**ACCESS PROGRAM  
TO HEALTH AND SOCIAL SERVICES  
IN THE ENGLISH LANGUAGE  
IN THE LAURENTIDES REGION  
2012-2015**

ADOPTED BY THE BOARD OF DIRECTORS  
ON SEPTEMBER 21, 2011

APPROVED BY DECREE 714-2102  
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## Acronyms

**ASSSL :** Health and Social Service Agency of the Laurentians (Agence de la santé et des services sociaux des Laurentides)

**CH :** Hospital Centre (Centre hospitalier)

**CHSGS :** General and Specialized Care Hospital Centre (Centre hospitalier de soins généraux et spécialisés)

**CHSLD :** Residential and Long-Term Care Centre (Centre d'hébergement et de soins de longue durée)

**CLSC :** Local Community Service Centre (Centre local de services communautaires)

**CJ :** Youth Centre (Centre jeunesse)

**CRD :** Addiction Rehabilitation Centre (Centre de réadaptation en dépendance)

**CRDI :** Rehabilitation Centre for Persons with Intellectual Deficiency (Centre de réadaptation pour les personnes présentant une déficience intellectuelle)

**CRDP :** Rehabilitation Centre for Persons with Physical Deficiency (Centre de réadaptation pour les personnes ayant une déficience physique)

**CSSS :** Health and Social Service Centre (Centre de santé et de services sociaux)

**MSSS :** Ministry of Health and Social Services (Ministère de la Santé et des Services sociaux)

## 1) Legal Context

The rights of English-speaking persons of receiving health and social services in the English language is clearly stated in the *Act respecting health services and social services* (R.S.Q., chapter S-4.2).

Under section 15 of the Act, it is recognized 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 outlines as follows the obligations of a health and social service 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 centres 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 centres operated by the institutions of another region.”*

Such a program, which must take into account the human, material and financial resources of the institutions, must also include any institution in the region designated in accordance with Section 508 of the Act. According to this section:

*“The Government shall designate from among the institutions recognized under of section 29.1 of the Charter of the French language (chapter C-11) those which are required to make health services and social services accessible in the English language to English-speaking persons.”*

The institutions designated by the Government under section 508 are institutions providing service to persons whose primary language of expression is a language other than French.

The Act also provides for the formation of regional committees (section 510) entrusted with:

*“advising the agency concerning the access programs developed by that agency in accordance with section 348; evaluating the access programs and suggesting modifications to them where expedient. ”*

Several other sections of the Act outline the importance of taking linguistic characteristics into account in the organization of health and social services. Section 355 in particular states that:

*“The agency must also ensure that the mechanisms of access to services take the socio-cultural and linguistic characteristics of the users into account.”*

Similarly, section 405 further stipulates that:

*“The board of directors [of an agency] shall be responsible, in particular, for:*

*(1\*) identifying priorities in relation to the needs of the population to be served (...) taking into account... the sociocultural and linguistic characteristics of that population... ”.*

*(2\*) apportioning equitably the (...) resources ... taking into account the same characteristics as those mentioned in paragraph 1\* ».*

### **3) 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.”

#### **Accessible services in the English language**

A service is accessible in the English language when the user can express himself in the English language and can receive an adequate response in that same language.

#### **Designated institution**

A designated institution is one which has obtained such recognition in accordance with Section 29.1 of the *Charter of the French Language* and which is required to make the health and social services it offers accessible in the English language to English-speaking persons.

#### **Indicated institution**

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

#### **Access program**

In accordance with the frame of reference provided by the MSSS, an access program designates the institutions, the facilities and the services for which there is an obligation to render health and social services accessible in the English language for the English-speaking population, taking into account the human, material and financial resources of the institutions.

The aim of the access program is to make accessible to English-speaking persons a range of English-language health and social services which is as comprehensive as possible, and as close to home as possible.

### Designated institution:

In the Laurentides region, there is only one designated institution, namely Lachute Residence. This institution is a public long-term care centre housing 52 elderly residents with a loss of autonomy. Its mission is to provide a substitute living environment to the English-speaking community at the regional level. As such, services are provided both in French and in English.

### Indicated institutions:

For each of the public and private institutions under agreement in the Laurentides region, the access program specifies:

- The intended mission and the facilities involved;
- The services indicated for the period 2012 to 2015;
- The services provided on a *bona fide* basis for the period 2012 to 2015 in order to cater to the needs of English-speaking users on an individual basis and in accordance with their rights including, when necessary and in a timely manner, referral to a bilingual professional within the organisation;
- If applicable, the commitments made by the institution towards the betterment of the services it offers as well as any other comments related to the service offer.

Mission	Institutions (facilities)	Indicated services	Comments
CLSC	CSSS du Lac-des-Deux-Montagnes (CLSC Jean-Olivier-Chénier)  (CLSC Mirabel)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Home-support services</li> <li>• Out-patient clinic (regular health services)</li> <li>• Regular social services</li> <li>• Social services in school environments</li> <li>• Medical records</li> <li>• Reception</li> </ul>	All other CLSC services are accessible on a <i>bona fide</i> basis.
	CSSS d'Argenteuil (CLSC d'Argenteuil and Grenville CLSC and day centre Grenville)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Home-support services</li> <li>• Out-patient geriatric services</li> <li>• Regular social services</li> <li>• Social services in school environments</li> <li>• Public health services (promotion-prevention)</li> <li>• Perinatal and children/family services</li> <li>• Mental health services (youth and adults)</li> <li>• ID and PDD services (youth and adults)</li> <li>• Services for challenged youth and their families</li> </ul>	All other CLSC services are accessible on a <i>bona fide</i> basis.
	CSSS de Saint-Jérôme (CLSC de Saint-Jérôme)	<ul style="list-style-type: none"> <li>• Front-desk/reception service</li> <li>• Medical records</li> <li>• Appointment centre</li> <li>• RAMQ services (authentication of medical insurance card)</li> <li>• Quit-smoking centre</li> <li>• Prevention services: practical clinical project (PCP); Motivation to adopt habits for a healthy lifestyle (SMASH)</li> <li>• Reception and “mid-wife” services at the birthing centre Maison des naissances (Regional mission under CSSS responsibility)</li> </ul>	<p><i>Commitment made in a resolution of the board of directors to render accessible, by 2014, the REO services for the sectors: family/child/youth, mental health and persons with decreasing autonomy</i></p> <p>All other CLSC services are accessible on a <i>bona fide</i> basis.</p>

<b>CLSC</b>	CSSS de Thérèse-De Blainville (CLSC Sainte-Thérèse-De Blainville)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Info-Santé service and Info-social service (regional)</li> <li>• Home-support services</li> <li>• Regular social services</li> <li>• Regular health services</li> <li>• Mental health services (youth and adult)</li> <li>• Family/child/youth services</li> </ul>	All other CLSC services are accessible on a <i>bona fide</i> basis.
	CSSS des Pays-d'en-Haut : (CLSC de Saint-Sauveur)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Regular social services</li> <li>• Social services in school environments</li> <li>• Out-patient health services</li> </ul>	All other CLSC services are accessible on a <i>bona fide</i> basis.
	(CLSC de Morin-Heights)	<ul style="list-style-type: none"> <li>• Home-support services</li> </ul>	
	(CLSC de Sainte-Adèle)	<ul style="list-style-type: none"> <li>• Home-support services</li> </ul>	
	CSSS des Sommets (CLSC de Mont-Tremblant, CLSC de Sainte -Agathe-des-Monts and CLSC Labelle)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Regular social services</li> <li>• Social services in school environments</li> <li>• Health services in school environments</li> </ul>	All other CLSC services are accessible on a <i>bona fide</i> basis.
CSSS d'Antoine-Labelle Community services (Mont-Laurier, Rivière-Rouge and Notre-Dame- du- Laus)		<p><i>Commitment made in a resolution of the board of directors to render accessible, by 2014, front desk reception, health reception and social reception</i></p> <p>All other CLSC services are accessible on a <i>bona fide</i> basis.</p>	



Mission	Institutions (facilities)	Indicated services	Comments
<b>CHSGS</b>	CSSS du Lac-des-Deux-Montagnes (Saint –Eustache hospital)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Emergency services</li> <li>• Drug-store services</li> <li>• Out-patient clinics</li> <li>• Appointment centre</li> <li>• Medical imaging service</li> <li>• Daytime medicine service</li> <li>• Medical records</li> <li>• Services provided by the designated investigative referral centre (breast cancer detection)</li> </ul>	All other hospital services are accessible on a <i>bona fide</i> basis.
	CSSS d'Argenteuil (Argenteuil hospital)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Emergency services</li> <li>• Nursing services</li> <li>• Social services</li> <li>• Pastoral services</li> <li>• Appointment centre</li> <li>• Sampling centre</li> <li>• Medical imaging centre</li> <li>• Laboratories</li> <li>• Medical records</li> </ul>	All other hospital services are accessible on a <i>bona fide</i> basis.
	CSSS de Saint-Jérôme (Saint-Jérôme regional hospital)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Emergency services</li> <li>• Diagnostic services</li> <li>• Mental health out-patient services (adult and pedopsychiatry)</li> </ul>	All other hospital services are accessible on a <i>bona fide</i> basis.

Mission	Institutions (facilities)	Indicated services	Comments
<b>CHSGS</b>	CSSS de Thérèse-De Blainville		No CH services
	CSSS des Pays-d'en-Haut		No CH services
	CSSS des Sommets (Laurentian hospital)		<p><i>The CSSS is currently working to ensure access to adult psychiatry services and has committed to negotiating a service agreement with another institution in the event that access cannot be provided on site.</i></p> <p>All hospital services are accessible on a <i>bona fide</i> basis.</p>
	CSSS d'Antoine-Labelle (Mont-Laurier hospital)		<p><i>Commitment made in a resolution of the board of directors to render accessible, by 2014, front desk reception, health reception and social reception, emergency services and adult mental health services.</i></p> <p>All hospital services are accessible on a <i>bona fide</i> basis.</p>

Mission	Institutions (facilities)	Indicated services	Comments
<b>CHSLD</b>	CSSS du Lac-des-Deux-Montagnes (Saint -Benoît and Saint –Eustache residential care centres)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Support care</li> <li>• Rehabilitation services</li> <li>• Nursing care</li> <li>• Medical records</li> </ul>	All other services are accessible on a <i>bona fide</i> basis.
	CSSS d'Argenteuil (Argenteuil hospital)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Support care</li> <li>• Rehabilitation services</li> <li>• Nursing care</li> <li>• Pastoral services</li> <li>• Medical services</li> </ul>	All other services are accessible on a <i>bona fide</i> basis.
	CSSS de Saint-Jérôme (L'Auberge, Lucien-G. Rolland and Youville residential care centres)		<p><i>Commitment to render reception services accessible by 2014.</i></p> <p>All other services are accessible on a <i>bona fide</i> basis.</p>
	CSSS de Thérèse-De Blainville (Drapeau-Deschambault and Hubert-Maisonnette residential care centres)		All other services are accessible on a <i>bona fide</i> basis.
	CSSS des Pays-d'en-Haut (Des Hauteurs residential care centre)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• All residential care services</li> </ul>	

Mission	Institutions (facilities)	Indicated services	Comments
	CSSS des Sommets (Labelle and Mont-Tremblant residential care centres)		All other services are accessible on a <i>bona fide</i> basis.
<b>CHSLD</b>	CSSS d'Antoine-Labelle (Sainte-Anne residential care centre)		<i>Commitment to render reception services accessible by 2014.</i>
	CHSLD Villa-Soleil	• Reception	All other services are accessible on a <i>bona fide</i> basis.
	CHSLD VIGI-Deux-Montagnes	<ul style="list-style-type: none"> <li>• Reception</li> <li>• Medical care</li> <li>• Nursing care</li> <li>• Rehabilitation services</li> </ul>	All other services are accessible on a <i>bona fide</i> basis.
	Lachute Residence	<div style="border: 1px solid black; background-color: #e6f2ff; padding: 5px;"> <p><b>DESIGNATED INSTITUTION</b></p> <ul style="list-style-type: none"> <li>•All services are available in English</li> <li>•Mission to provide housing services to the English-speaking community at a regional level</li> </ul> </div>	

Mission	Institutions (facilities)	Indicated services	Comments
CJ	Centre jeunesse des Laurentides (youth centre)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• All psychosocial services under the <i>Youth protection Act</i> and the <i>Youth criminal justice act</i>, front desk, reception and processing of reports, etc.</li> <li>• The crisis intervention service (PRIM) has been providing services in English since April 1, 2011.</li> </ul>	<p>A service agreement is in place with the Batshaw youth and family centre as far as providing housing in a rehabilitation and/or intermediate resource centre for the English-speaking youth.</p> <p>All other services are accessible on a <i>bona fide</i> basis.</p>
CRDI	Centre du Florès (All facilities of the centre)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Adaptation and rehabilitation services</li> <li>• Child/family services, ages 0-5</li> <li>• Child/family services, ages 5-17</li> <li>• Adult services and community maintenance services</li> <li>• Adaptation and rehabilitation services in the context of residential integration</li> <li>• Specialized educational assistance services to families and the immediate entourage</li> </ul>	<p>Other services are accessible on a <i>bona fide</i> basis.</p>
	Pavillon Sainte-Marie Inc.	<ul style="list-style-type: none"> <li>• Reception</li> </ul>	<p>Other services are accessible on a <i>bona fide</i> basis.</p>
CRDP	CRDP Le Bouclier	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• A service agreement has been secured with CR MAB-Mac Kay to purchase English speech-therapy services</li> <li>• Occasional neuropsychology services are available through private resources, when needed</li> </ul>	<p>Other services are accessible on a <i>bona fide</i> basis.</p>
CRD	Centre André-Boudreau (Head office and points of service in Saint-Jérôme, Deux-Montagnes, Sainte-Thérèse, Lachute, Sainte-Agathe-des-Monts)	<ul style="list-style-type: none"> <li>• Reception, evaluation and orientation</li> <li>• Information and reception of service requests</li> <li>• The services of liaison teams specialized in dependency in hospital centres</li> <li>• Out-patient rehabilitation services</li> <li>• Entourage support program</li> </ul>	<p>Other services are accessible on a <i>bona fide</i> basis.</p>

## 7) Out-of-region services

Historical data demonstrates that a proportion of the English-speaking population travels to Montreal and the Montérégie for their health and social services, where it is felt that services in English are more easily accessible.

Moreover, there are out-of-region institutions whose mission extends beyond the scope of their region and thus include the Laurentides region. The majority of these institutions are located in Montreal and, if they are an indicated institution, they should be addressed within the Montreal access program. Due to their supraregional nature, these institutions should provide access to the English-speaking community.

The stakes involved when it comes to out-of-region access to English-language services will be further explored within the current access program. Consultation efforts must be undertaken between the regions in question.