

Executive Summary of the Document "Delivering Health and Social services in English to English speakers in the Capitale-Nationale Region (CNR) Revised Access Program: 2006-2009"

Between June and November 2006, the Agency Responsible for Health and Social Services in Québec's *Capitale-Nationale* region (or the CNR Agency) prepared a comprehensive Access Program report. This document details how health and social services are delivered in English to English speakers in the greater Québec City region.

The legal framework

The right to receive health and social services in English is clearly stated in Québec's *Law on Health and Social Services* (LRQ, c. S-4.2), hereinafter referred to as the LSSSS.

In recent years, reform to Québec's health care system resulted in two important changes to LSSSS. One of these changes in the law, known as Chapter 32, mandated that Regional Health and Social Services Network Development Agencies be created to oversee the delivery of health and social services across the province. In addition, Article 248 of the LSSSS states:

"Every health and social service agency must develop a program of access to health and social services in English for English-speaking people in its region, in cooperation with the establishments in its region or, if need be, together with agencies from other regions. Such a program of access must take into account the human, material and financial resources of the establishments and include every establishment in the region designated in virtue of Article 508. The program of access must be approved by the government and must be revised at least triennially."(LRQ, c. S-4.2, a. 348)

Article 508 of the law refers to the need for agencies across the province to identify institutions or facilities which will provide health and social services in English. The institution identified as such in Québec's *Capitale-Nationale* region (or the CNR) is Saint Brigid's – Jeffery Hale Hospital.

A review of health and social services provided in English to English speakers

In creating its 2006-2009 Access Plan, the CNR Agency acted on guidelines issued by the Ministry of Health and Social Services (MSSS) in support of the province's Access Programs goals. This commitment led the CNR Agency to review and describe: the distinct features of English speakers in the region, their health and social service needs, how those needs are being met by existing service providers, and what gaps exist.

The research project launched in June 2006 included a literature review, two surveys, 10 interviews with key stakeholders, and a focus group meeting with English speakers from the region.

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Disclaimer: This document is a summary of a translation of an original French document called, "Programme d'accès aux services de santé et aux services sociaux en langue anglaise pour les personnes d'expression anglaise de la région de la Capitale-Nationale Révision 2006-2009". This summary has also been edited for ease of reading (plain language). In case of any difference between this version and the original French version, the full-length French version reflects the official government position. Summary document translated and edited by:

As part of the review process, the CNR Agency also identified the range of services provided to English speakers by “other” than the identified institution in the region (namely Saint Brigid’s – Jeffery Hale Hospital). This exercise provided a snapshot of the range of services provided in English to English speakers in the CNR.

An action plan 2007-2010

With its Revised Access Program 2006-2009 in place, the CNR Agency is working with partners in the region to develop and implement a plan for delivering health and social services in English to English speakers.

The CNR Agency committee overseeing the Action Plan will meet twice year to ensure that guidelines of the province’s Access Program are being respected by partners, and that each service provider is meeting its own goals as agreed to in the Action Plan.