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Questions and answers about access to health and social services in English in the *Capitale-Nationale* Region (CNR)

Health and social services in English for English speakers

English speakers who live in Quebec have the right to receive health and social services in English, but only in keeping with each health organization's structure and human, material and financial resources.

In Québec's *Capitale-Nationale* Region (the CNR), a local advisory committee has been working to improve access to health and social services in English. In 2006, it did a study of the needs of English speakers in this region, and then developed an Access Plan for 2006-2009.

What is an Access Plan?

It is a local plan that tells English speakers where and how health and social services will be offered to them in English at health institutions throughout the region.

This access program means that some health institutions provide some services in English, but NOT ALL services at ALL times. It depends on the staff there at any given time and the type of services you need.

Are you sure I can receive services in English?

The province of Quebec has passed a law that upholds your right to receive health and social services in English.

The law says that all of Quebec's health regions must name certain places where English speakers can receive certain health and social services in English.

Are those “named” places the only ones that provide English speakers with English services?

No, they are not.

Many phone services run by the government of Quebec provide English speakers with service in English.

Some examples are: the 9-1-1 emergency network, Info-Santé, Info-Social, and the Poison Control Centre.

Who offers English services in the CNR?

Two key institutions that provide health and social services in English to English speakers in this region are the Jeffery Hale Hospital and Saint Brigid's Home. Most other public health and social service institutions, like hospitals and CSSS, are able to offer some basic services in English.

How many English speakers live in the CNR?

Our study found that 12,045 Anglophones live in this region. This is less than two per cent of the region's population.

The study also showed that:

- 22 per cent of English speakers in the region were born outside Canada
- 17 per cent have one parent (or both) whose mother tongue is neither English nor French
- 86 per cent speak both languages
- 62 per cent use French at work or school.

How do Francophone health care workers feel about this law?

In general, their main concern is providing the best care possible to everyone in need. As a result, many Francophone health care workers are trying to learn English.

For example, in 2005-2006, the CNR Agency offered English training to 255 nurses, social workers and receptionists.

<p>Welcome to Saint Brigid's – Jeffery Hale Hospital All services are offered in English</p>	
Saint Brigid's	Is a long-term care residence.
Jeffery Hale Hospital	<p>Emergency and diagnostic services (x-rays, blood tests, etc.) for the general public.</p> <p>Geriatric evaluations, rehabilitation and treatment.</p> <p>Palliative care and respite care.</p>
Jeffery Hale Community Services in English	<p>Services to help seniors stay in their own homes, such as nursing and social services, a day centre, and frozen meals.</p> <p>Services for youth and families in need.</p> <p>Care for women before and after they have a baby.</p> <p>Adult mental health services.</p>

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