

ADDRESSING ACCESS TO HEALTH CARE AND SOCIAL SERVICES FOR LANGUAGE MINORITIES: BEST PRACTICES AND LATEST EVIDENCE

Register Here!

Health and social service professionals, community networks, researchers, and trainees will present on best practices and latest evidence in the field

Program

December 14

9:00 - 9:10

Carmen G. Loiselle, RN, PhD, FCAHS, FCAN

Director and Principal Investigator, Dialogue McGill

Opening remarks

9:10 - 10:00



Frederica Nyqvist, PhD

Keynote Speaker

Being small and outnumbered - A focus on official language minorities

10:00 - 11:15

Language matters: Dialogue McGill's supported initiatives

Tyler Brown, PhD

Key psychosocial predictors of student retention post-graduation

Gail Hawley McDonald, BA & Richard Silver, LLM

Community networks and weathering the pandemic

Jean Robert, PhD

Community, vocational centres, and CEGEP's contributions to care.

Caroline Storr, MBA, OT, erg

Educational initiatives enhancing the care pipeline

11:15 - 11:45

Anne Leis, PhD

A research journey at the crossroads of professional and volunteer work

11:45 - 12:30

Andrew Ryder, PhD

Language, culture, and mental health: Towards more sensitive approaches

12:30 - 1:20



Sarah Bowen, PhD

Keynote Speaker

Access, quality, safety, equity: Evidence of impact of language barriers on health and health care

1:20 - 1:30

Carmen G. Loiselle, RN, PhD, FCAHS, FCAN - Closing remarks

2021 Virtual Conference

Program

December 15

9:00 - 9:10

Carmen G. Loiselle, RN, PhD, FCAHS, FCAN
Director and Principal Investigator, Dialogue McGill
Opening remarks

9:10 - 10:00



Eva Villalba, MBA, MSc
Keynote Speaker
Value-based and advocacy approaches to improving access in health & social services

10:00 - 11:15

Language matters: Perspectives from Quebec's English-speaking networks

Jennifer Johnson, MPH

Exploring barriers for English-speaking Quebecers' access to Health and Social Services

Lorraine O'Donnell, PhD

Introduction to: Quebec English-Speaking Communities Research Network

Richard Walling, MA

Aging in Community: An action research initiative focusing on English-speaking seniors in the Quebec City Region

11:15 - 11:45

Poster presentations

Innovative projects related to health care and social services access for language minorities

11:45 - 12:30

Jacqueline Vachon, MSc
Dialogue McGill: Current initiatives and future directions

12:30 - 1:20



Richard Koestner, PhD
Keynote Speaker
How self-determination theory can help us provide better health care to individuals, families and communities: Understanding the benefits of collaborative autonomy

1:20 - 1:30

Carmen G. Loiselle, RN, PhD, FCAHS, FCAN
Closing remarks and poster presentation awards



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About our Speakers



Frederica Nyqvist, PhD

Associate Professor, Social Sciences, Åbo Akademi University, Finland

Fredrica Nyqvist, PhD, is Associate Professor and Senior Lecturer in Social Policy at the Åbo Akademi University in Finland. Her current area of study is active aging, well-being and loneliness with a special interest in the Swedish-speaking minority in Finland. Her most recent grant was awarded for the Finnish part of a five county European project on older adults' civic engagement [CIVEX].



Sarah Bowen, PhD

Applied Research and Evaluation Consultant, Nova Scotia

Sarah Bowen, PhD, is a recognized expert in the field of language barriers in health settings. Much of her research has focused on access and quality of care for underserved populations, and effective strategies for promoting action on issues of “low awareness” within the healthcare system. She is the author of several research syntheses on the impacts of language barriers, as well as practical resources for managers and practitioners. Currently an Applied Research and Evaluation Consultant living in Nova Scotia, Sarah was formerly Associate Professor at the School of Public Health, University of Alberta, and founding Director of the Research and Evaluation Unit at the Winnipeg Regional Health Authority.



Eva Villalba, MBA, MSc

Executive Director, Quebec Cancer Coalition

Eva Villalba, MBA, MSc, is the Executive Director of the Quebec Cancer Coalition, a non-profit patient advocacy group dedicated to improving the Quebec health care system for people affected by cancer. Since 2008, she has been involved in numerous health-care charities, advocacy groups and non-profits. Eva has a Bachelor's degree from McGill University in Psychology and Applied Linguistics, a MBA from HEC Montréal, and is the first Canadian (and Quebecker) with a graduate degree (Msc) in Value-Based Health Care from the University of Texas at Austin. She is Co-Chair of the Resilient Healthcare Coalition (RHC), and active member of several patient advocacy initiatives across Canada.



Richard Koestner, PhD

Professor, Department of Psychology, McGill University

Richard Koestner, PhD is Professor of Psychology at McGill University where he founded the McGill Human Motivation Lab. Dr. Koestner recently won the Canadian Psychology Association's Donald O. Hebb Award for Distinguished Contributions to Psychology as a Science (2021). Dr. Koestner has published over 125 scientific articles and his recent work focuses on the importance of autonomy in the effective pursuit of personal goals. He conducts research on goal-setting, self-regulation and internalization processes.

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About our Speakers



Carmen G. Loiselle, RN, PhD, FCAHS, FCAN

Director and Principal Investigator, Dialogue McGill, and Professor, Faculty of Medicine and Health Sciences, McGill University

Carmen G. Loiselle holds a PhD degree in Psychology and Nursing (double major). As Professor in the Department of Oncology and the Ingram School of Nursing, her research focuses on how to optimize individuals' access to health and social services, including virtual support, with a focus on cancer care. In 2020, Dr. Loiselle became Director and Principal Investigator of Dialogue McGill.



Jacqueline Vachon, MSc

Associate Director, Dialogue McGill, McGill University

Jacqueline Vachon holds a Master of Science in Clinical Psychology. She has worked in the health care system, providing neuropsychological assessments and therapy to individuals with diverse mental health needs. She has peer-reviewed publications in various fields, and over 10 years of research management experience from projects based at Yale University, University of Minnesota, and McGill University. In 2021, Jacqueline became the Associate Director of Dialogue McGill.



Andrew Ryder, PhD

Professor, Department of Psychology, Concordia University

Andrew Ryder, PhD, undertook graduate training in clinical psychology, cultural psychology, and transcultural psychiatry. His scholarly work aims to integrate these disciplines, particularly through empirical contributions falling under two interrelated themes: cultural shaping of emotions and emotional disorders and acculturation process and its implications for mental health in migrants.



Anne Leis, PhD

Professor, College of Medicine, University of Saskatchewan

Anne Leis, PhD, is Professor and Head of the Department of Community Health & Epidemiology, College of Medicine, University of Saskatchewan. With training in health psychology, epidemiology and community health, she focuses on a wide range of research topics such as cross cultural and official linguistic minority health, integrative oncology, quality of life and health services utilization. She is the current Principal Investigator of a CIHR grant exploring the impact of the pandemics on Francophone families in the west. She is passionate about working with communities and conducting research that matters to them.

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About our Speakers



Caroline Storr, MBA, OT, erg
Senior Advisor, Dialogue McGill

Caroline Storr, MBA, has worked as an occupational therapist for over 40 years in clinical, governance and academic practices. She currently sits on the Board of Directors for the West Island Health Authority in Quebec and the Rehabilitation Advisory Committee for the West Central Health Authority in Quebec. Her research and teaching interests include student learning in international fieldwork, global health partnership development, community service development, and innovation in fieldwork through knowledge exchange, mentoring, health delivery services and tele-rehabilitation.



Gail Hawley-McDonald, BA
Senior Advisor, Dialogue McGill

Gail Hawley-McDonald's career in health and social services began as Coordinator and Information Officer for English services in the Conseil régional de santé et des services sociaux de l'Outaouais. Over the course of 18 years, she assumed several roles within this administrative body and its various iterations, including Senior Program Officer responsible for Quality and for services to the intellectually and physically challenged and complaints commissioner.



Jean Robert, PhD
Senior Advisor, Dialogue McGill

Jean Robert, PhD, completed his undergraduate, graduate, and doctoral studies at the University of Ottawa, Université Laval, University of Maine, McGill and Harvard. Over his 35-year career at CEGEP Champlain-St. Lawrence, Jean worked as a Counsellor and then as Academic Dean, retiring as Campus Director in 2014. Jean is president of the National Battlefields Commission and is the Senior Advisor at Dialogue McGill. He is Vice Chairman of the Central Quebec School Board. In addition to serving as President of the Jeffery Hale Community Partners. Jean is also President of the Jeffery Hale Foundation and a member of the Citadel Foundation.

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About our Speakers



Jennifer Johnson, MPH

Executive Director, The Community Health and Social Services Network (CHSSN) and Quebec Community Health and Social Services Foundation

Since 2005, Jennifer Johnson, MPH, has been the Executive Director of the Community Health and Social Services Network (CHSSN). She is also the Executive Director of the Quebec Community Health and Social Services Foundation (QCHF). She has been working on access issues for health and social services for the English-speaking community of Quebec for over 25 years. From 2007 to 2013, she was an advisor to the Quebec Health Minister on health and social service issues regarding the English-speaking community. She is the co-author of *The Holland Centre Experience: A community development model for minorities*, a book that underscores the unique challenges faced by a linguistic minority community in ensuring its long term vitality.



Lorraine O'Donnell, PhD

Affiliate Assistant Professor, School of Community and Public Affairs, and Research Associate, QUESCREN, Concordia University

Lorraine O'Donnell, PhD, is Affiliate Assistant Professor, School of Community and Public Affairs, and Research Associate for the Quebec English-Speaking Communities Research Network (QUESCREN) at Concordia University. Lorraine runs QUESCREN's day-to-day activities. Her research focus is history and heritage projects that help build community well-being.



Richard Walling, MA

Executive Director, Jeffery Hale Community Partners, Quebec

Richard Walling, MA, has focused most of his career on the development of health and social services for the English-speaking minority community in the Quebec City region. He serves as President of Jeffery Hale – Saint Brigid's Advisory Committee. He is also Executive Secretary of the Governors of Jeffery Hale – Saint Brigid's, a public health and social services establishment in Quebec City. He is Co-Chair of the équipe de recherche en partenariat sur la diversité culturelle et l'immigration dans la région de Québec.

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About our Speakers



Richard Silver, LLM
Senior Advisor, Dialogue McGill

Trained in social work and law, Richard Silver, LLM, has enjoyed a career in community and institutional sectors. Richard practiced as a lawyer in private practice and was an attaché politique with Quebec's Minister of Health and Social Services. He acted as Director of Community Affairs for Canadian Jewish Congress (Quebec Region) before spending 16 years with the Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec. Richard has served on several boards of directors, including the Régie régionale de la santé et des services sociaux de Montréal, the Canadian Council of Social Work Regulators, the Association of Social Work Boards and Seniors Action Quebec.



Tyler Brown, PhD
Postdoctoral Fellow, Dialogue McGill and
Faculty of Medicine and Health Sciences, McGill University

Tyler Brown, PhD, completed a doctorate in counselling psychology at McGill University and is a postdoctoral fellow under the supervision of Dr. Carmen G. Loiselle. He completed a yearlong clinical psychology residence in psychosocial oncology and chronic viral illnesses at the McGill University Health Centre. His doctoral dissertation examined psychosocial pathways to HIV risk behaviour, with a focus on the role of stress and avoidant coping. He is currently leading a research project on key predictors of remaining in Quebec post-graduation among health and social service graduating students.

Acknowledgment

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