

PROVISION OF SERVICES BY ENGLISH-SPEAKING AGENT

PRESENTED BY:

**Annie Vienney, CISSS de l'Abitibi-Témiscamingue
Claudiane Dufour, Neighbours Regional Association
Sharleen Sullivan, Neighbours Regional Association**

*Centre intégré
de santé et de services
sociaux de l'Abitibi-
Témiscamingue*

Québec 



Quebec City, November 23, 2017

ENGLISH-LANGUAGE SERVICES

A partnership between

CISSS de l'Abitibi-
Témiscamingue
and

Neighbours Regional
Association of
Rouyn-Noranda

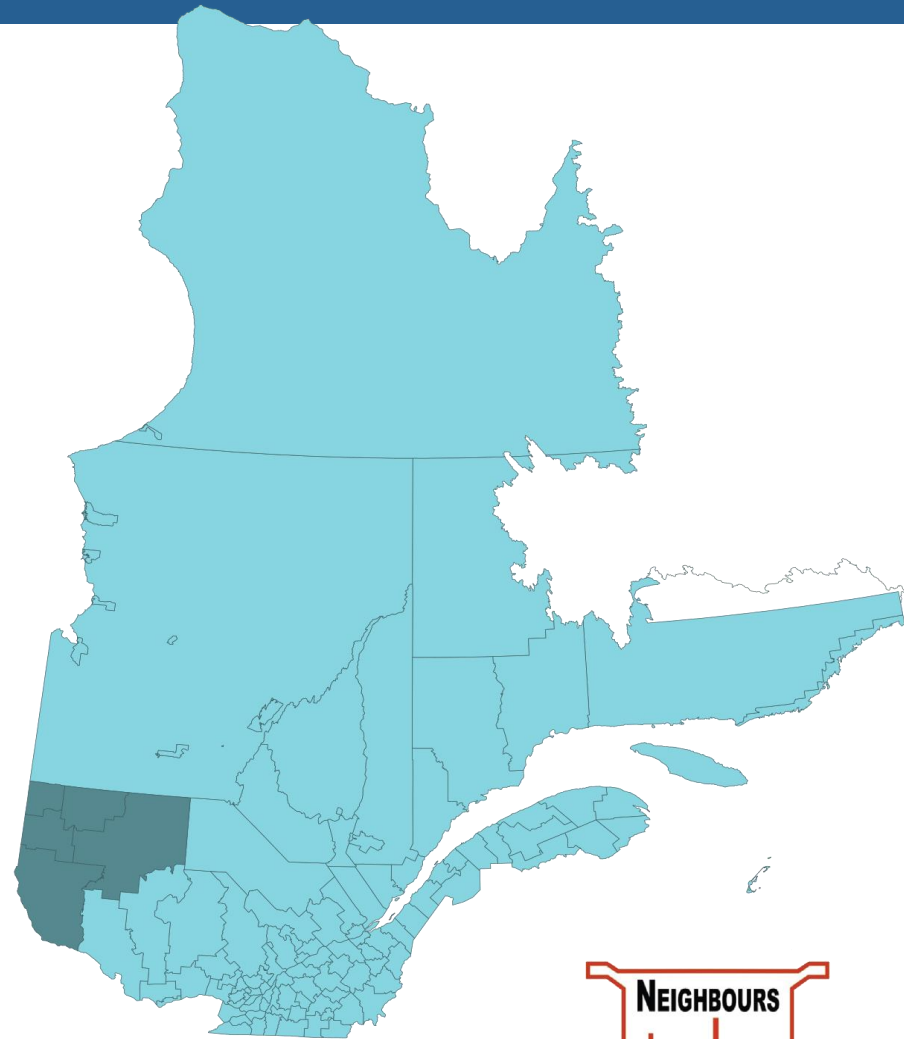
Centre intégré
de santé et de services
sociaux de l'Abitibi-
Témiscamingue

Québec 

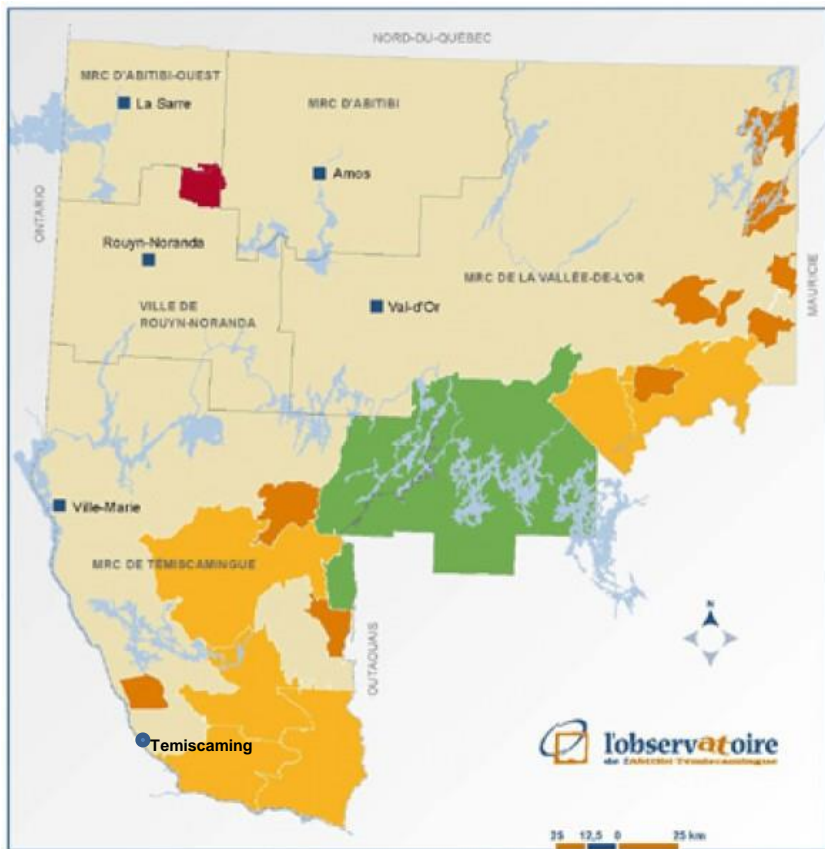


ABITIBI-TÉMISCAMINGUE

- Located in western Quebec, along the border with Ontario
- 147,982 population
- 57,340 km² territory - fourth-largest region of the province



CISSS DE L'ABITIBI-TEMISCAMINGUE:



- 85 facilities across 5 RCMs, including:
 - 7 regional hospitals
 - 8 CHSLDs
 - 38 CLSC service points
 - 11 rehabilitation centres
 - 11 youth protection centres
- 6,000 employees and administrators
- 501 doctors
- 1,500 volunteers working closely with users
- Part of RUIS McGill

NEIGHBOURS

SUPPORTING THE ENGLISH COMMUNITY

- Established in 2004 after 20 years as part of Alliance Quebec
- Concentrated in Rouyn-Noranda for most activities, although Health Dossier is regional
- Major funders: Department of Canadian Heritage and CHSSN
- 341 voting members – just over 30% of English speakers in Rouyn-Noranda, but supports and represents the WHOLE English population



ENGLISH-SPEAKING POPULATION IN ABITIBI-TÉMISCAMINGUE

- 5,265 First Official Language Spoken (FOLS)
- Located mainly in: Rouyn-Noranda, Val d'Or and MRC du Témiscamingue.
- Clientele also located in Amos, which is the regional centre for traumatology.
- 36% are unilingual English official language (1,870)

ENGLISH-SPEAKING POPULATION IN ABITIBI-TÉMISCAMINGUE

- Diverse clientele with different needs in each territory.
- Aging population in Rouyn-Noranda
- Younger population in Timiskaming and Val d'Or
- 81% live at or above the LICO (Low Income Cut Off)
- High levels of education – only 24.7% have no degree or diploma

THE PROJECT: Background

- At first, the project was intended for services relating to addiction
- Goal: to have specialized bilingual personnel available to provide more effective services to anglophone users
- 2015: Bill 10 and the merging of institutions
 - ➔ Internal reorganization of services offered and resources
 - ➔ Review of project's feasibility
 - ➔ Development of new project

THE PROJECT: Observations

- A high proportion of anglophones are unilingual
- Despite the language training offered by McGill, few CISSS personnel are able to express themselves in English
- Anglophone clients hesitate and wait before trying to access services
- Anglophone clients, especially older ones, have trouble expressing themselves in French

THE PROJECT: Neighbours' Proposal

Offering the services of an English Health Service Agent at facilities in
Rouyn-Noranda

➔ December 2016: Service agreement between CISSS and Neighbours

RESPONSIBILITIES OF CISSS de l'Abitibi-Témiscamingue

1. Providing the support needed to facilitate interaction between different institution administrations and the Neighbours resource person
 - Accompanying resource person on visits to the hospital, CLSCCs, CHSLDs, and other services in R-N.
 - Introducing resource person to department heads and personnel
 - Issuing ID badge so that resource person has access to facilities
2. Distributing information to all personnel.
3. Ensuring the project proceeds smoothly and handling accounting.

RESPONSIBILITIES OF Neighbours

- Hire and supervise a bilingual English Health Service Agent;
- Provide regular training and support to English Health Service Agent;
- Provide resources to facilitate navigation of CISSS of Abitibi-Temiscamingue's facilities for the English-speaking population;
- Support the promotion of public healthcare programs to the English-speaking population;
- Provide a bridge between English Health Service Agent and the English-speaking community

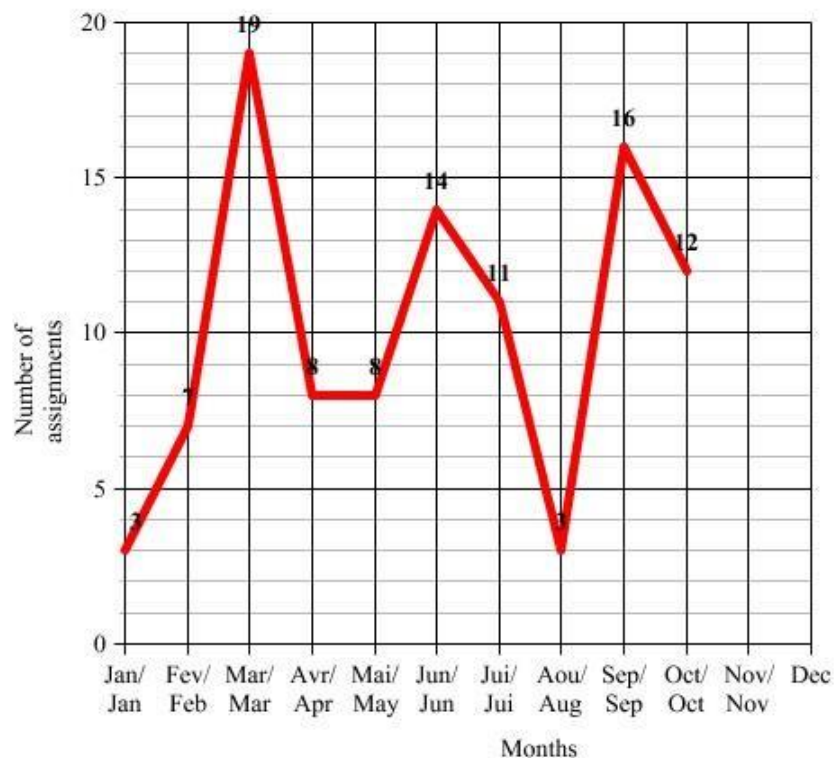
ROLE of the English Health Service Agent



- To help users navigate the healthcare system;
- To accompany English-speaking persons to their appointments at the hospital or other healthcare establishments;
- To facilitate communication between English-speaking clientele and healthcare professionals.
- To inform English-speaking users about their rights.
- To promote the benefits of asking for services in English.

PRELIMINARY OUTCOMES

English Health Services



- Publicity
- Regular visits
- Increasing number of phone calls
- Some users ask for services again after having used them.

PRELIMINARY OUTCOMES

- A bond of trust with regular English health services clients.
- Certain patients who were apprehensive about engaging in health treatments or services are now accessing those treatments because of the aid provided by the Agent.
- A bond of trust between the Agent and francophone healthcare professionals: currently, they are more likely to use the services.
- Healthcare professionals intervening with patients in particular need the service to help them communicate with other professionals providing treatment.

STRENGTHS AND WEAKNESSES

STRENGTHS

- Services are used recurrently by some users and healthcare professionals.
- Increasing accessibility for the OLMC.
- Reluctant users agreed to proceed with or receive health care services.
- The agent is available and easily accessible.
- Low-cost solution to major issue.
- Supporting/mobilizing health professionals to recognize and address the issues of English-speaking users.

STRENGTHS AND WEAKNESSES

WEAKNESSES

- Short trial period for the project – such an initiative requires long-term implementation
- Services are available only in Rouyn-Noranda
- Resistance from some professionals
- Building trusting relationships takes time

PERSPECTIVES for CISSS de l'Abitibi-Témiscamingue

- The numbers show that the services offered by the English Health Service Agent have made it possible to reach anglophone users who were reluctant to access services
 - Earlier intervention or care
- Healthcare professionals say that they are happy to receive the Agent's support, which facilitates communication with users and improves the quality of interventions
- Undeniable benefits for anglophone clients
- Continuing this project will therefore provided significant added value for Rouyn-Noranda's anglophone population to begin with and eventually for the anglophone population of Abitibi-Témiscamingue as a whole.

PERSPECTIVES for NEIGHBOURS

- Since the project is gaining momentum, it is important to continue it into the new funding cycle
- With sustainable funding, both ESC and healthcare professional will have more trust in the program
- With promising results in the Rouyn-Noranda area, it is important to expand our regional reach with Agents in other locations
- To broaden our horizons by working for English-speaking patients living in private long-term facilities.
- To promote health-related programs in English for English-speaking users throughout Abitibi-Témiscamingue.

PATIENTS' & HEALTHCARE PROFESSIONALS' TESTIMONIALS



*Thank
you*



**Centre intégré
de santé et de services
sociaux de l'Abitibi-
Témiscamingue**

Québec 