

ENGLISH LANGUAGE SERVICES

The Montreal Experience

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Outline

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4. Benchmark Initiatives: Funded Projects
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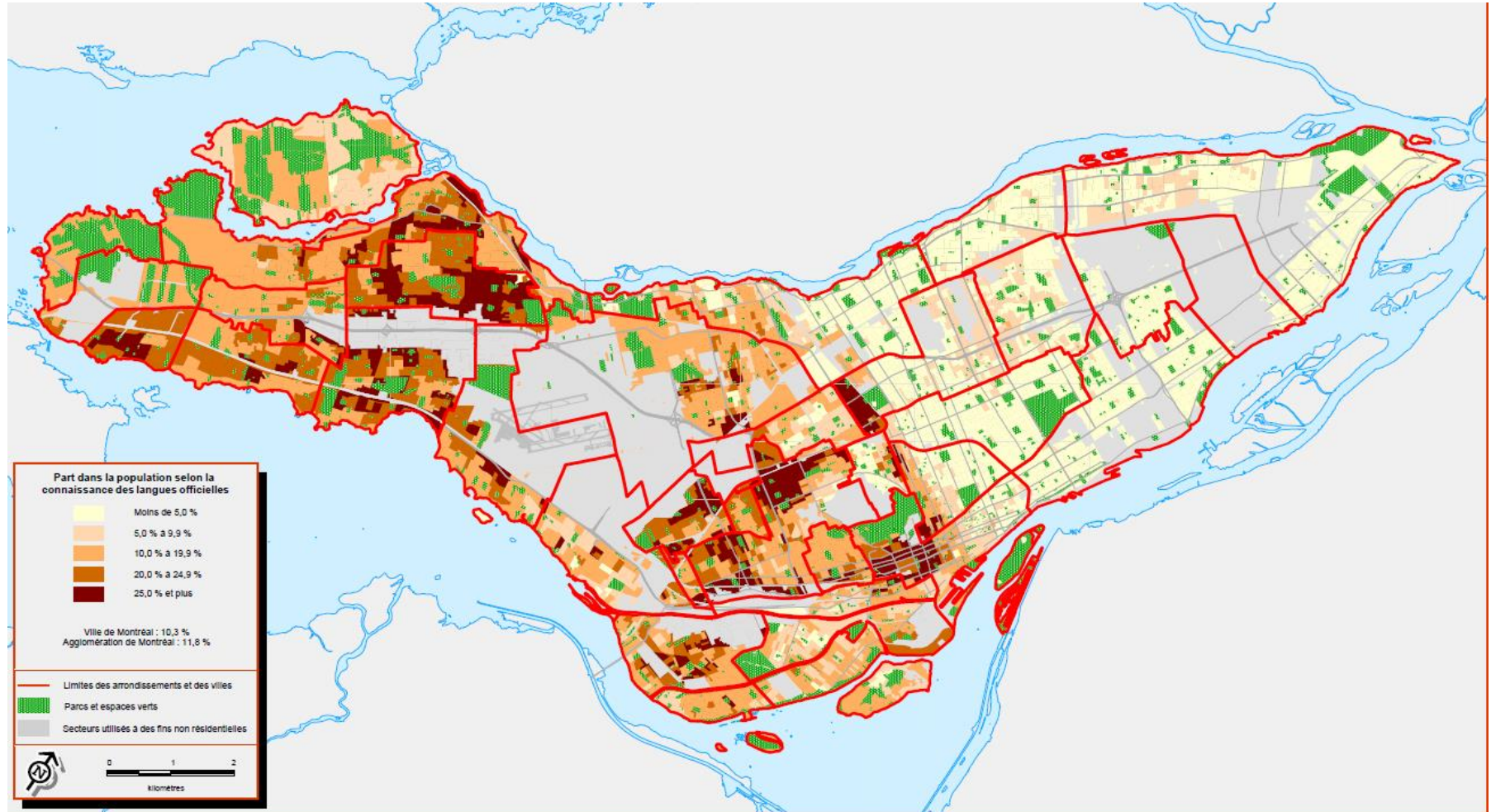
CHARACTERISTICS OF THE MONTREAL AREA

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1. Concentration of Unilingual English Speakers



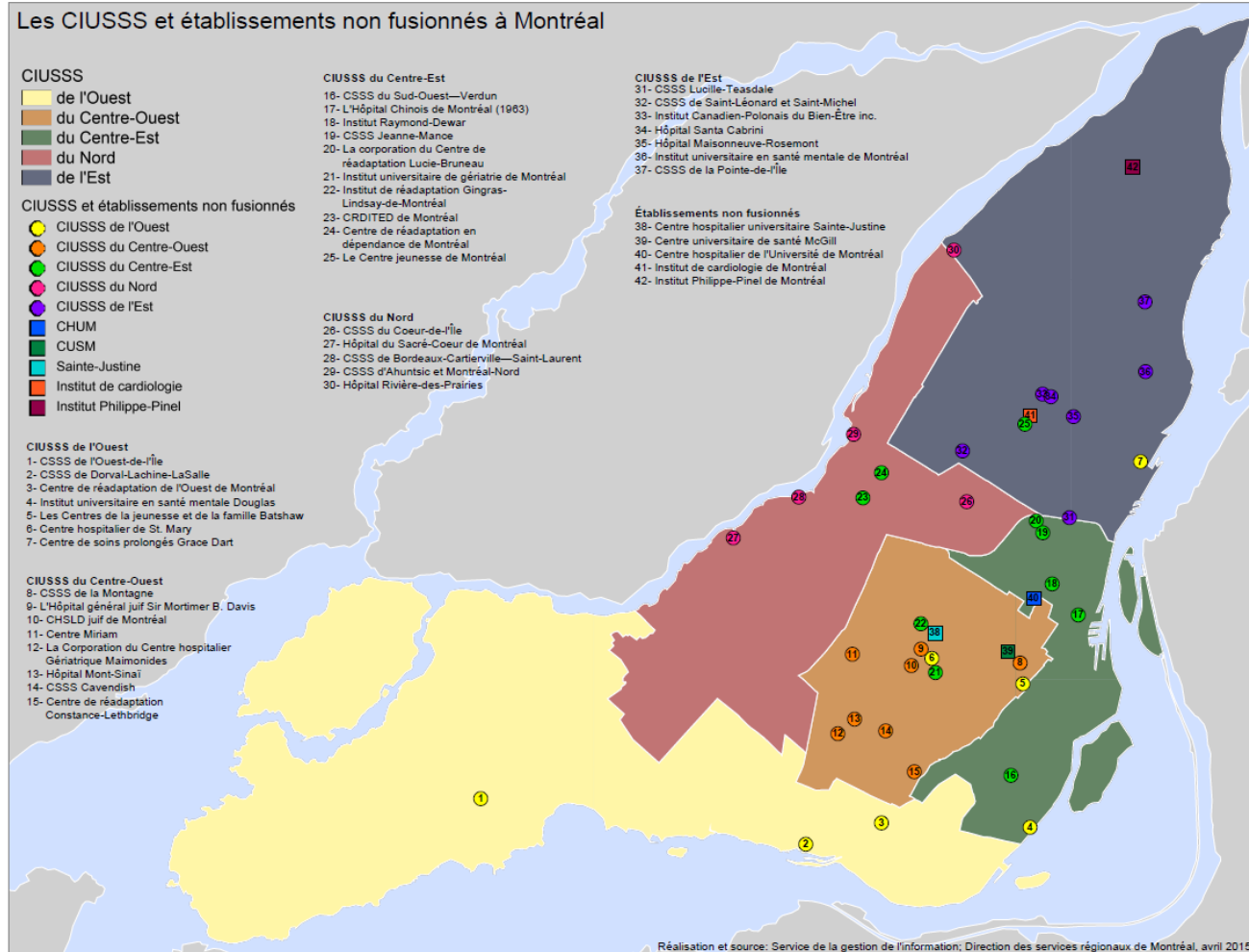
Source: *L'Atlas sociodémographique, 2011, Montréal en statistiques* (Sociodemographic Atlas 2011: Montreal in Statistics). Division de la planification urbaine, Direction de l'urbanisme, Service de la mise en valeur du territoire. City of Montreal, June 2014.

2. Demographic Profile of Montreal

- In the greater Montreal area, francophones represent 68% of the population, anglophones 12.5%, and allophones 18.5%.
- In Montreal's boroughs, francophones represent 49% of the population, anglophones 17.4%, and allophones 33.7%.
- However, in the **related cities (mainly in the West Island)**, francophones represent 24.7% of the population, anglophones 46.2%, and allophones 29%.

Source: *L'Atlas sociodémographique, 2011, Montréal en statistiques* (Sociodemographic Atlas 2011: Montreal in Statistics). Division de la planification urbaine, Direction de l'urbanisme, Service de la mise en valeur du territoire. City of Montreal, June 2014.

3. Size of the Montreal Network



Source: Santé Montréal website, 2015.

4. Montreal's 10 Institutions

5 CIUSSSs

CIUSSS de l'Est-de-l'Île-de-Montréal

Indicated

CIUSSS du Nord-de-l'Île-de-Montréal

Indicated

CIUSSS du Centre-Sud-de-l'Île-de-Montréal

Indicated

CIUSSS West-Central Montreal

Designated

CIUSSS Montreal West Island

Designated

5 Non-Merged Institutions

Centre hospitalier de l'Université de Montréal

Indicated

McGill University Health Centre

Designated

Centre hospitalier universitaire Sainte-Justine

Indicated

Montreal Heart Institute

Institut Philippe Pinel de Montréal

ISSUES, OBSERVATIONS, AND CHALLENGES

ISSUES

- Translation is a significant budget issue for the 10 institutions
- There are 5 *indicated* institutions and 3 *designated* institutions
- The anglophone population is scattered across the Island of Montreal
- Regional coordination
- Vulnerability and uncertainty in the anglophone community
- Providing services that reflect the network's dynamism, scope, and diverse expertise

OBSERVATIONS

The reorganization in 2015 has weakened the fabric of Montreal's anglophone community.

Since then, the anglophone community has experienced a loss of influence over its institutions and foundations. It is worried about the loss of English services and care administered by these organizations.

The contribution of community networks is essential to meeting various challenges:

- Promoting health
- Distributing information
- Implementing educational activities for the general

CHALLENGES

- Adapting services to better meet the needs of at-risk clients, since accessing services is more difficult for English speakers.
- Adapting human resources*

PROGRESS OVER THE PAST 24 MONTHS

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Updating of Program

- *Regional Program of Access to Health Services and Social Services in English for Montreal English Speakers – 2016 update of 2012-2015 program*

Funding of CHSSN Projects

- **Revision of tools and processes relating to calls for projects**
 - Call for projects form
 - Form summarizing implemented activities
 - Updated process*

Establishment of Interim Jury

■ Composition

- This year, an interim jury was formed for the purpose of evaluating projects.
- It is comprised of 10 English-language service stakeholders from the Montreal area.

BENCHMARK INITIATIVES

Funded Projects

Funding of Improvement Projects

Year	No. of projects submitted	No. of projects accepted	Amount granted
2015 – 2016	13	6	\$203,000
2016 – 2017 call for projects	23	8	\$171,970
2016 – 2017 targeted call for projects	7	3	\$35,830

Examples of Benchmark Initiatives ⁽¹⁾

- Liaison agent for the four CSSSs in the east of Montreal
- Empowering parents and their families
- Awareness and education talk on the subject of glaucoma
- Translation of two forms: *Collection of Pre-Operation Information* and *Collection of Information and Nurse's Evaluation*
- Presentation on the Act Concerning End-of-Life Care for caregivers

Examples of Benchmark Initiatives (2)

- Translation of tools to standardize the screening and evaluation process of children aged 0 to 5 with development delays
- Translation of policy template for preventing mistreatment of residents in nursing homes and long-term care facilities
- Perpetuation of “*Je suis invitée. Et toi?*” initiative: adaptation of Quebec breast cancer screening program (PQDCS) tools

2017-2018 CALL FOR PROJECTS

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2017-2018 Call for Projects

- Fall 2017: first call for projects based on needs identified by the 10 institutions.
- Fall 2017: the 10 institutions agree to undertake a shared translation project related to the issue of alternate level of care (ALC).

SOME RECOMMENDATIONS

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The Montreal Network's Response

- The 10 institutions in the Montreal area worked together to give their opinion on the CHSSN report with regard to the priorities of Quebec's English-speaking communities.
- This collaborative effort made it possible for the 10 institutions to align their interests and to connect stakeholders throughout the Montreal area.

In brief, our priorities for the initiative's renewal are as follows:

- Centralizing translation, which will enable the 10 institutions to access translated documents for the English-speaking community*
- Using a virtual library, where all approved translations will be found**
- Paying greater attention to the needs of at-risk clients and immigrants who express themselves better in English than in French
- Developing local initiatives involving partnerships between the network and community in order to better adapt services for English-speaking people and implement appropriate mechanisms for accessing those services

- Making information and documentation accessible in English and available to the public and health care professionals via a virtual library
- Strengthening the capacity of non-merged and ultra-specialized institutions to also offer services in English
- Recruiting and retaining bilingual personnel capable of working in both languages, especially in areas where there is a lack of services in English for anglophone clients
- Ongoing distribution of information allowing English-speaking clients to better understand the services available through regional English service access programs

THANK YOU!

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