

# PROGRAM OF ACCESS TO HEALTH SERVICES AND SOCIAL SERVICES IN THE ENGLISH LANGUAGE



The aim of the **PROGRAM OF ACCESS** is to **make services accessible in the English Language** while considering the human, material and financial resources available within the establishment.

[Recognized and designated establishments and facilities that provide all their services in the English language in the province - Click here](#)

## INFORMATION AND DEFINITIONS

There is only one health services and social services establishment on the North Shore, and it comprises over 50 facilities (hospitals, CLSCs, CHSLDs, etc.).

### Recognized and designated establishment or recognized and designated facility

**Recognized** by the Office québécois de la langue française (OQLF) and **designated** by the ministère de la Santé et des Services sociaux (MSSS).

An establishment or a facility is **recognized and designated** when **over 50%** of its population is **English-speaking**. It is then legally **required** to **make all its services accessible** to English-speaking people **in French and in English**.

[The use of the French language in recognized health and social service establishments \(facilities\). French only - Click here](#)  
(OQLF reference tool)

## **Specified establishment or specified facility**

It must provide **certain** services in English, based on its financial, human and material capabilities and based on the program of access (**no obligation to make** all its services **accessible** in English).

The use of the French language in organizations of the health and social service network - **specified establishments** (facilities). French only - **Click here** (OQLF reference tool)

## **THE SITUATION ON THE NORTH SHORE**

The facilities of our establishment **are specified, except for the ones on the Lower North Shore (LNS), which are recognized by the OQLF and designated.**

Facilities of the LNS **are required** to provide **all** health services and social services **in French and in English**. They can post on their walls in French (on the left or above) **and in English** (on the right or below). On the other hand, specified facilities (such as the Hôpital de Sept-Îles) cannot post in English.

On the North Shore, **the most vulnerable English-speaking people (regarding language)** are users who live **outside the LNS** and **users of the LNS who have to travel in the region (e.g., in Sept-Îles)** to receive **specialized services**. Due to the territory, the situation of the North Shore is very different from that of Montréal. An English-speaking patient in the western part of the territory cannot receive care in English on the LNS because it is too far away and there is no road.

# STRATEGIES TO MEET THE NEEDS OF ENGLISH-SPEAKING PEOPLE

1 **Bilingual employees** hired for certain strategic regional positions.

2 **Informal interpreters** (bilingual employees) providing assistance when required:

- **List of bilingual employees:** Available on the intranet and at the reception of all facilities.
- **ALLO program:** Employees who speak English wear a yellow card. Do not hesitate to call on them.



3 **Regional liaison officer** based at the Hôpital de Sept-Îles: Acts as interpreter by supporting users and workers. **Contact the liaison officer at 418 965-7621 to make an appointment.**

4 **Travel guide service** in English during a **stay in Québec** (for specialized services):

Contact the guide at 418 932-0095 or send an email to [navigator@qchfoundation.org](mailto:navigator@qchfoundation.org).

For more information, consult the website of the travel guide service at [www.travel4health.ca](http://www.travel4health.ca).

5 **English language training** for employees.

**6** **Translation service** for users and the public.

**7** **Pictograms** used at the Hôpital de Sept-Îles.



- **QR code on signage:**  
Available in English by scanning the QR code with a cellphone.



- **A QR code with a yellow border** means that an English version is available.
- **Lexicon (click here)** describing all pictograms to help English-speaking users who are less comfortable with technology to find their way in around the hospital.

**8** **Two touch screens** at the main entrance and the emergency department entrance to help users **find their way** in around the Hôpital de Sept-Îles (also in English).



**9** **Several actions by community organizations** in the region to improve access to health services and social services for English-speaking users.

# PROGRAM OF ACCESS IN THE ENGLISH LANGUAGE

The program of access is a document describing:

- The **service** that can be provided **in English**
- **How** to provide the service **in English (access procedures)**
- The **place** (facility) where the service can be provided **in English**

## Methods of access:

- Service provision in the English language by the staff of the establishment
- Service agreements (including service corridors)
- Formal interpreters (regional interpreter at the Hôpital de Sept-Îles)
- Informal interpreters (bilingual staff members)
- Others (various means, including telehealth and collaboration with partners from the network, such as community organizations and volunteers)
- No method of access

## SUMMARY OF SERVICES PROVIDED IN THE ENGLISH LANGUAGE IN THE REGION

MRC de La Haute-Côte-Nord ( <u>specified facilities</u> )	
Facilities	Information
<ul style="list-style-type: none"> <li>• Centre multiservices de santé et de services sociaux des Escoumins</li> <li>• Centre multiservices de santé et de services sociaux de Forestville</li> <li>• CLSC de Sacré-Cœur</li> <li>• CLSC de Tadoussac</li> <li>• CHSLD des Bergeronnes</li> <li>• Centre de protection et de réadaptation des Escoumins</li> <li>• Centre de protection et de réadaptation en dépendance de Forestville</li> </ul>	<p><b>All available services are accessible in English through various methods of access, <u>EXCEPT FOR:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Community organization services:</b> No method of access.</li> <li>• <b>École en santé (school nurses):</b> <b>Others:</b> Workshops are not offered in English. If individual follow-ups are required, the nurse provides them in English.</li> <li>• <b>Reception:</b> No method of access in the following facilities:               <ul style="list-style-type: none"> <li>◦ CMSSS de Forestville</li> <li>◦ CLSC de Sacré-Cœur</li> <li>◦ CLSC de Tadoussac</li> </ul> </li> </ul>

<b>MRC de Manicouagan (specified facilities)</b>	
<b>Facilities</b>	<b>Information</b>
<ul style="list-style-type: none"> <li>• Hôpital Le Royer</li> <li>• Aire ouverte de Baie-Comeau</li> <li>• CLSC Marie-Leblanc-Côté</li> <li>• Groupe de médecine de famille universitaire (GMF-U) de Manicouagan et CLSC Lionel-Charest</li> <li>• CLSC de Franquelin</li> <li>• CLSC de Godbout</li> <li>• CLSC Corinne-Vallée-Therrien</li> <li>• CHSLD et centre de réadaptation en dépendance N.-A.-Labrie</li> <li>• CHSLD Boisvert</li> <li>• Centre de protection de l'enfance et de la jeunesse de Baie-Comeau</li> <li>• Centre de réadaptation pour les jeunes en difficulté d'adaptation Richelieu</li> <li>• Centre de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme et de réadaptation en déficience physique de Baie-Comeau</li> <li>• Résidence spécialisée Iberville</li> </ul>	<p><b>All available services are accessible in English through various methods of access, EXCEPT FOR:</b></p> <ul style="list-style-type: none"> <li>• <b>Programme d'intervention d'équilibre dynamique (PIED):</b> Informal interpreters. Workshops are not offered in English.</li> <li>• <b>École en santé (school nurses):</b> <b>Others:</b> Workshops are not offered in English. If individual follow-ups are required, the nurse provides them in English.</li> <li>• <b>Reception:</b> No method of access in the following facilities: <ul style="list-style-type: none"> <li>◦ CHSLD et centre de réadaptation en dépendance N.-A.-Labrie</li> <li>◦ CHSLD Boisvert</li> <li>◦ CLSC Marie-Leblanc-Côté</li> <li>◦ CLSC Corinne-Vallée-Therrien</li> <li>◦ CLSC de Franquelin</li> <li>◦ CLSC de Godbout</li> </ul> </li> </ul>

<b>MRC de Sept-Rivières (specified facilities)</b>	
<b>Facilities</b>	<b>Information</b>
<ul style="list-style-type: none"> <li>• Centre multiservices de santé et de services sociaux de Port-Cartier</li> <li>• Hôpital de Sept-Îles</li> <li>• Centre multiservices de santé et de services sociaux de Sept-Îles</li> <li>• CLSC de Sept-Îles</li> <li>• Aire ouverte de Sept-Îles</li> <li>• CHSLD de Sept-Îles</li> <li>• Centre de protection et de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme de Sept-Îles</li> <li>• Centre de réadaptation pour les jeunes en difficulté d'adaptation de Sept-Îles</li> <li>• Centre de réadaptation en déficience intellectuelle et en troubles du spectre de l'autisme et de réadaptation en déficience physique de Sept-Îles</li> <li>• Résidence spécialisée Gamache</li> <li>• La Traversée - Group home in mental health</li> </ul>	<p><b>All available services are accessible in English through various methods of access, EXCEPT FOR:</b></p> <ul style="list-style-type: none"> <li>• <b>Rehabilitation – respiratory therapy services</b> at the CMSSS de Port-Cartier: No method of access.</li> <li>• <b>Reception</b> at the CMSSS de Port-Cartier: Service provision in the English language by the staff of the establishment (from 3:00 p.m. to 11:00 p.m.) No method of access (from 7:00 a.m. to 3:00 p.m.).</li> <li>• <b>Reception:</b> Informal interpreters. The service is not guaranteed in English in the evening and on weekends for the following facilities: <ul style="list-style-type: none"> <li>◦ Aire ouverte de Sept-Îles</li> <li>◦ CLSC de Sept-Îles</li> <li>◦ Hôpital de Sept-Îles</li> </ul> </li> </ul> <p><b>For an emergency, the regional liaison officer</b> based at the Hôpital de Sept-Îles can be called upon.</p>

<b>MRC de Minganie (specified facilities)</b>	
Facilities	Information
<ul style="list-style-type: none"> <li>• Centre multiservices de santé et de services sociaux de la Minganie</li> <li>• CLSC de Rivière-au-Tonnerre</li> <li>• CLSC de Rivière-Saint-Jean</li> <li>• CLSC de Longue-Pointe-de-Mingan</li> <li>• CLSC de Baie-Johan-Beetz</li> <li>• CLSC Victor-Lachance</li> <li>• CLSC de Natashquan</li> <li>• CLSC de Port-Menier</li> <li>• CHSLD de Havre-Saint-Pierre</li> </ul>	<p><b>All available services are accessible in English through various methods of access, <u>EXCEPT FOR</u>:</b></p> <ul style="list-style-type: none"> <li>• <b>Community organization services:</b> No method of access.</li> <li>• <b>Reception:</b> No method of access in the following facilities:               <ul style="list-style-type: none"> <li>◦ CLSC de Rivière-au-Tonnerre</li> <li>◦ CLSC de Rivière-Saint-Jean</li> <li>◦ CLSC de Longue-Pointe-de-Mingan</li> <li>◦ CLSC de Baie-Johan-Beetz</li> <li>◦ CLSC Victor-Lachance</li> <li>◦ CLSC de Natashquan</li> <li>◦ CLSC de Port-Menier</li> </ul> </li> </ul>

<b>MRC du Golfe-du-Saint-Laurent (facilities <u>recognized</u> by the OQLF and <u>designated</u> by the MSSS - Lower North Shore)</b>	
Facilities	Information
<ul style="list-style-type: none"> <li>• Centre multiservices de santé et de services sociaux de la Basse-Côte-Nord</li> <li>• CLSC de Kegaska</li> <li>• CLSC de Chevery</li> <li>• CLSC et CHSLD Donald-G.-Hodder</li> <li>• CLSC de Tête-à-la-Baleine</li> <li>• CLSC de Mutton Bay</li> <li>• CLSC de La Tabatière</li> <li>• CLSC de Saint-Augustin</li> <li>• CLSC de Rivière-Saint-Paul</li> <li>• CLSC de Blanc-Sablon (dentistry)</li> </ul>	<p><b>All available services are accessible in English.</b></p>

**Access points:** At any time, an English-speaking worker can be assigned, regardless of the territory, as needed.

MRC de Caniapiscau ( <u>specified facilities</u> )	
Facilities	Information
<ul style="list-style-type: none"> <li>• Centre multiservices de santé et de services sociaux de Fermont</li> <li>• CLSC de Schefferville</li> <li>• Centre de protection de l'enfance et de la jeunesse de Kawawachikamach</li> </ul>	<p><b>All available services are accessible in English through various methods of access, <u>EXCEPT FOR</u>:</b></p> <ul style="list-style-type: none"> <li>• <b>École en santé (school nurse):</b> Informal interpreters. Workshops are not offered in English. If individual follow-ups are required, the nurse provides them in English.</li> <li>• <b>Reception:</b> Informal interpreters. The service is not guaranteed in English in the evening and on weekends for the following facilities: <ul style="list-style-type: none"> <li>◦ CMSSS de Fermont</li> <li>◦ CLSC de Schefferville</li> </ul> </li> </ul>

## CLARIFICATION

Note that methods of access can vary throughout the year (holidays, leaves, etc.) and throughout a day based on the availability of bilingual resources (e.g., interpreters not available in the evening, at night or on weekends).

Full version of the North Shore program of access. French only -  
[Click here](#)

# DID YOU KNOW?

According to the 2021 census, there were 5 300 English-speaking people living on the North Shore, including 2 840 (54%) on the Lower North Shore. There were 1 115 (21%) English-speaking people in the MRC de Sept-Rivières, 315 English-speaking people (6%) in Manicouagan and about 915 (17%) in Caniapiscau.

It is not the English-speaking user's responsibility to navigate through the system, but rather the staff's responsibility to receive them, clarify their needs, find the most appropriate answer and guide them.

When health is involved, communicating in English can become a need. The recognition of this need and an adapted and personalized response define a successful clinical intervention.

Most physicians in facilities of the territory are bilingual.

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