



What is a Health and Social Services Agency?

The regional Health and Social Services Agency is a public body and legally constituted by the Quebec Ministry of Health and Social Services. Each administrative region in Quebec has its own agency.

The mission of the Agency is to promote the improvement of the health and the well-being of the population in the territory it serves. The Agency was instituted to coordinate and set up health and social services, more specifically as regards financing, human resources allocation and specialized services.

With regards to the English-speaking population, the Agency follows the legal guidelines stated in the Quebec “Act Respecting Health and Social Services” which recognizes the right of English speakers to receive Health and Social Services in English. One of the obligations of each Agency in Quebec is to maintain, in collaboration with health institutions, an Access Program to Health and Social Services in English.



The objectives of the Access Program in Rouyn-Noranda are:

- English-language services are available on request in all sectors
- List of contact people who can speak English and other languages available
- When necessary, staff members refer client to a colleague who can speak English.
- English-language telephone message during vaccination periods.

At the CSSS of Rouyn-Noranda these English Services are supposed to be available at:

- **Hospital:**
Reception, routine services, operating rooms, general floor (Medicine), surgery, pediatrics, gynecology, obstetrics, out patient, emergency, intensive care, dialysis, oncology, diagnostic, radiology, laboratory, prenatal medicine, psychiatry, respiratory
- **Regional Specialities:** ophthalmology, urology, neurology, paediatric oncology, otorhinolaryngology, and breast screening
- **CLSC**
Reception, social & nursing services, home care, psychosocial services
- **Long-Term Care**
Reception, nursing, rehabilitation, personal care and day care centre

In the last four years, the *CSSS de Rouyn-Noranda* has acquired a number of mechanisms to improve access to English-language services and achieve the goals of the access program.

In April 2009 the CSSSRN board of directors adopted the English-language component of the clinical and organizational project, including a 2009-2013 action plan.

This component of the Clinical Project serves as a lever for the **English-language Health and Social Services Access Program**, and adds an additional perspective to help fulfill their obligations to English-speaking people.

Action Plan 2011-2014

In the next three years, *CSSS of Rouyn-Noranda* plans to continue its efforts to improve access to services for English-language clients. This will involve:

- Continuing to pursue the goals set out in the English-language component of the clinical and organizational project;
- Continuing to collaborate with Neighbours Regional Association (networking project, etc.);
- Continuing to provide English-language training for staff.



**We have a right to
English Service**

**But we must ask
for it!!**

**Our Health is in our
own hands!!!**

Use it or lose it!!!



Disclaimer:

This information is meant as a general public service only. It is in summary form and was prepared by Neighbours Regional Association for the benefit of the English-speaking community of Rouyn-Noranda.

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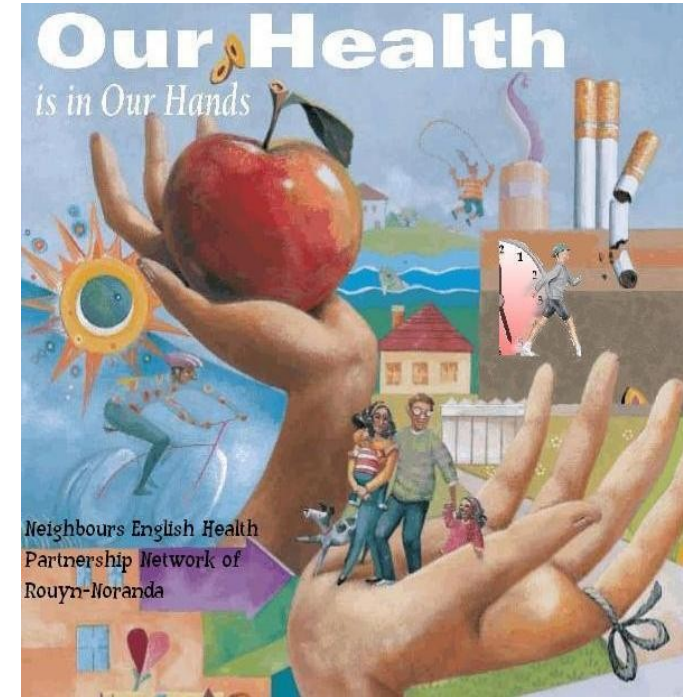
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**English Language Advisory Board
&
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**Summary of the
English-language Health
and Social Services
Access Program for the
English-speaking
population of
Rouyn-Noranda**

