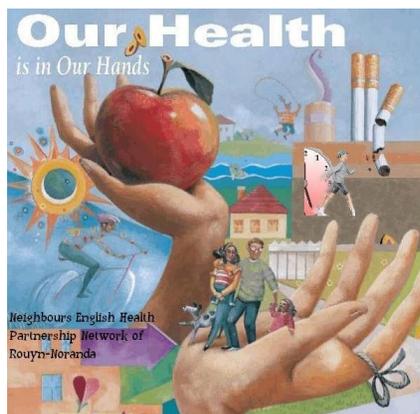


Maintain your language of origin while  
you have the chance!



Join Neighbours in our goal to achieve English  
Service in Rouyn-Noranda.

# *Use it or Lose it*

Neighbours Regional Association of Rouyn-Noranda



# Did you know you have a **RIGHT** to access Health and Social Services in **ENGLISH**?

Did you know that when you press “9” for services in English, your choice is recorded and tabulated. **How important are those numbers to the English Speaking Community?**



**These numbers are of the utmost importance!!**

When these numbers are studied they help decision-makers and stakeholders decide whether or not this service is necessary. Keep in mind if numbers do not warrant a service, the service will no longer be offered. Would you keep making a product that nobody buys? The same can be said for a service, would you keep offering a service nobody uses?



**Use it or Lose it!**

**I don't need it right now.**

Perhaps you don't make a point of asking for service in English because you have found a way to get by with the **French you can speak**. Perhaps you have a spouse, relative or friend who helps you translate.

**What will you do when this person is not available or if you are in an emergency?**

**Food for Thought**

**Someone once said:** “The words that most readily come to us when expressing great sorrow, to convey the joy of an unexpected healing, or to signify the disbelief of an unforeseen event are those words that stem from our childhood. The words that come to mind when we experience intense emotions are those words linked to our first experience of these emotions. The reason is quite simple: the learning of language happens at the same time as the discovery of our first emotion that will, in turn, punctuate the rest of our lives. The emotions linked to fear, pain, love, hate, a gentle touch or isolation were experienced in our childhood as we learned to put names to them. Therefore, even if we've mastered several languages throughout our lifetime, there is an instinctual association between the language we've first learned and the expression of emotions that lead us to revert back to this language in time where emotions tend to take over.”