

The logo for CHSSN (Community Health And Social Services Network) is displayed in white text on a green triangular background that points to the right. The letters 'CHSSN' are in a bold, sans-serif font.

**Community Health  
And Social Services Network  
Réseau communautaire de santé  
et de services sociaux**

**SIXTH CONFERENCE ON ACCESSIBILITY OF HEALTH  
AND SOCIAL SERVICES IN THE ENGLISH LANGUAGE**

**DRAFT PROGRAM**

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***“BUILDING LINKS”***

*A conference of community resources and public partners seeking strategies and models  
to promote the health and well-being of English-speaking communities  
in the new reality of Quebec’s health and social services network*

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February 22 and 23, 2006  
Plaza Downtown Montreal  
505 Sherbrooke Street East (Corner of Berri)  
Montreal

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<p><b>Context</b></p> <p><i>Challenges to the vitality of English-speaking communities...</i></p> <p><i>The new reality of Quebec’s health and social services system...</i></p> <p><i>Creation of local services networks...opportunities for mobilization and partnership</i></p> <p><i>Review of access plans...</i></p> <p><i>New resources supporting Quebec’s initiatives to improve access</i></p> <p><i>Knowledge, innovative models and strategies to sustain results...</i></p>	<p>Quebec’s English-speaking communities are continuing to experience profound demographic changes that challenge their vitality. Population decline, particularly outside Montreal, has resulted in rapidly aging communities. In Montreal, a more ethnically diverse English-speaking population and inequalities of access within the region are presenting challenges for both communities and the health and social services network. Across the regions, new evidence points to factors such as low income and weakening support networks that are influencing the health status of English-speaking communities. These realities are setting the backdrop to current efforts of communities and public partners to ensure equitable access to services for English-speaking people.</p> <p>The efforts are framed within Quebec’s strategy to broaden the perspective of its health and social services system to include enhancement of health outcomes at the individual and population levels. The creation of local services networks promotes an approach of population responsibility for the different actors serving local populations. This network mobilization aims to promote improved access, continuity and quality of services, especially for vulnerable clientele. It favours promotion and prevention activities and better complementarity between different levels of service in the system. It is a critical time for English-speaking communities to establish formal links with the health and social services network.</p> <p>The upcoming review of access programs of health and social services in English and federal contributions to Quebec’s initiatives to improve access to services are also influencing current initiatives. New resources are supporting community capacity to form partnerships with the health and social services system. Public partners have means to improve access to English-language primary health and social services, as well as enhance communication skills of personnel serving English-speakers. Resources are also available to support partnerships to promote retention of English-speaking personnel in the regions and provide community and professional support.</p> <p>The conference goal is to examine new knowledge about English-speaking communities, learn about innovative community and public partner initiatives and explore strategies to sustain current investments to improve access to services in the new reality of Quebec’s health and social services system.</p>
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<p><b>Theme</b></p> <p><i>Building links between English-speaking communities and public partners in the new reality of Quebec's health and social services system</i></p> <p><b>Areas of discussion</b></p> <p><i>A new focus on research and evaluation</i></p> <p><i>Building a stake in the system</i></p> <p><i>Community perceptions of access to services</i></p> <p><i>Partnerships and innovative models of service</i></p> <p><i>Exploring themes of access, partnership and community vitality in the new service context</i></p>	<p>The conference theme, “building links”, reflects recognition that promoting the vitality of English-speaking communities requires sustained and complementary efforts of all stakeholders in the health and social services system.</p> <p>The current mobilization of the health and social services system to create local services networks is creating opportunities for inclusion and partnership with English-speaking communities and their resources.</p> <p>With new knowledge emerging about English-speaking communities and innovative projects and partnerships aiming to establish new service models, the moment is ripe to bring all stakeholders together to define strategies to integrate and sustain results in the new context of networks serving local populations.</p> <p>Conference delegates with a particular interest in research, evaluation and their application to knowledge-based community development will learn about new initiatives to create knowledge about English-speaking communities. Emerging themes for research and models of evaluation will be explored in the context of communities applying knowledge to community development.</p> <p>Current experiences of the communities working to create partnerships with the health and social services system will be presented. The challenges and opportunities for both community and public partners will be shared.</p> <p>The latest demographic and survey information on the vitality of English-speaking communities and their access to the health and social services system will be presented. The presentation will stimulate plenary and workshop discussions on the priorities and strategies for improved services to English-speaking communities.</p> <p>Public partners in collaboration with local communities are working to adapt primary care services to the needs of English-speakers. Partnerships are re-establishing links between English-speaking communities and institutions historically serving them. Conference delegates will learn about the new roles public partners are playing in linking with communities and developing innovative models of service.</p> <p>Workshops will look at community resources and new local services networks, the re-organization of services in Montreal, new information on use of Info-Santé and initiatives to improve access, building networks of communities and public partners, adapting primary health care and social services, new social economy initiatives, mapping health determinants and community vitality, language training and human resources retention strategies, the role of the media in health and social services, and the role of the community school in the provision of health and social services.</p>
<p><b>Participants</b></p>	<ul style="list-style-type: none"> <li>-Member organizations of the Community Health and Social Services Network</li> <li>-Public partners involved in projects and initiatives aiming to improve access to services for English-speaking communities</li> <li>-Representatives of the regional agencies, their advisory committees, and the committees advising the provincial and federal governments</li> <li>-Community organizations and community resources serving English-speaking communities</li> <li>-Interested government representatives</li> <li>-Representatives of the university, policy and research milieus</li> </ul>
<p><b>Funding</b></p>	<p>The Conference is supported by contributions from the Public Health Agency of Canada, Health Canada and the Department of Canadian Heritage.</p>

## ***SPECIAL PRE-CONFERENCE EVENT***

<b><i>Research Symposium</i></b>	
<i>Wednesday, February 22</i>	
8:30 – 8:45	<b>Registration</b>
8:45 – 9:00	<b>Symposium opening</b>  <b>Ron Creary</b> , President, CHSSN
9:00 – 12:00	<b>Panel</b>  <b>Animator:</b> Louis Hanrahan <b>(Proposed, not confirmed)</b> Jan Warnke Amélie Quesnel Vallée, McGill University Joanne Pocock (Baseline Data Reports) Sylvain Bernier, ENAP Madeleine Gauthier, INRS Agence régionale Québec (Mental Health needs of Anglophones) William Floch, Department of Canadian Heritage Community representative (application of knowledge-based approach)  <b><i>“THE VITALITY OF ENGLISH-SPEAKING COMMUNITIES: A NEW FOCUS ON RESEARCH, EVALUATION AND KNOWLEDGE-BASED COMMUNITY DEVELOPMENT”</i></b>  <i>Panellists will present highlights of new research and evaluation initiatives related to the vitality of English-speaking communities and their access to services. Symposium participants will be invited to explore the potential for the initiatives to create new knowledge, inspire new models of access to services and support knowledge-based community development.</i>
12:00 – 1:00	<b>Lunch</b>
1:00 – 1:30	<b>Presentation</b> Jack Jedwab  <b>Introduction:</b> Rodrigue Landry, Canadian Institute for Research on Linguistic Minorities  <b><i>“GOVERNANCE, LEADERSHIP AND ENGAGEMENT IN ENGLISH-SPEAKING COMMUNITIES”</i></b>

## CONFERENCE PROGRAM

<b>Program</b>	
Wednesday, February 22	
3:00 – 3:45	<b>Registration</b>
3:45 – 4:00	<b>Conference opening</b> <b>Ron Creary</b> , President, CHSSN
4:00 – 5:45	<b>Panel</b> <b>Animator:</b> Richard Walling  Selected participants in the Networking and Partnership Initiative 2 or 3 public partners  <b>“BUILDING LINKS WITH PUBLIC PARTNERS: COMMUNITY EXPERIENCES IN CAPACITY-BUILDING”</b>  <i>Invited panellists will present different perspectives on their experience building formal links with public partners. Community representatives will describe the real benefits communities are achieving working with the health and social services network. They will describe some of the challenges dealing with institutions in a context of rapid change. What kind of capacity do communities need to link with public partners? How are new networks sustained? What are the strategies to ensure networks are relevant to both communities and the health and social services system in the new context of local services networks? Panellists will engage conference participants in looking at these issues.</i>
5:45 – 6:45	<b>Supper</b>
6:45 – 7:15	<b>Presentation</b>  Joanne Pocock, CHSSN  <b>“PERCEPTIONS OF ENGLISH-SPEAKING COMMUNITIES OF ACCESS TO HEALTH AND SOCIAL SERVICES IN ENGLISH”</b>  <i>Highlights from a report on the results of a CHSSN-CROP Community Vitality Survey of English-speaking communities will be presented. The report provides details of the perceptions of English-speaking people regarding access to services in English in each region. Comparisons will be made with the 2000 CROP-Missisquoi survey. Implications for future organisation of services in English will be discussed.</i>
7:15 – 7:30	<b>Break</b>

**Program**

Wednesday, February 22

7:30 – 9:00

**Panel**

**Animator:** Jim Carter

**(Proposed, not confirmed)**

Selected Primary Health Care project participants

Louis Hanrahan, the Quebec model

Joanne Desrochers, MUHC, Telehealth program

Dr. Linda Shohet, Centre for Literacy

NPI representative working with a public partner (Primary Health Care Project or Telehealth)

**“INNOVATIVE PARTNERSHIPS: CREATING NEW MODELS OF SERVICE DELIVERY”**

*The primary health care transition projects, the McGill Telehealth project, and the MUHC partnership with the Centre for Literacy are examples of public partners adapting services, pursuing innovative partnerships and developing new models to improve access for English-speaking communities. What are results of new investments in primary health care transition for English-speaking communities? What is the role of communities? What innovative partnerships and models are emerging promoting improved access to services? How will results be sustained in the new context of Quebec’s health and social services system? These and other questions will be addressed by panellists and conference delegates.*

**Program**

Thursday, February 23

9:00 – 10:30

**Workshop I**

**“COMMUNITY RESOURCES AND THE NEW LOCAL SERVICES NETWORKS: MOBILIZATION STRATEGIES FOR ENGLISH-SPEAKING COMMUNITIES”**

Michael Stephens, Centre for Community Organizations (COCO)

Martin Bazinet, (COCO)

CHSSN members (1 or 2 community resources)

Representative from a Francophone regroupement

*English-speaking communities and their community resources do not participate fully in Quebec’s formally recognized community sector. This has led to under-representation in various funding programs and creates special challenges for the participation of community resources in the creation of new local services networks. Participants will explore issues of inclusion in the community sector and explore strategies to ensure participation of community resources in the new services networks.*

9:00 – 10:30

## **Workshop II**

### **“SPECIAL INSTITUTIONAL MANDATES IN MONTREAL: WHERE DO THEY FIT WITH THE NEW BOX ON THE BLOCK?”**

**(Proposed, not confirmed)**

Michael Udy, Batshaw Youth and Family Centres

Ghyslaine Prata, Constance Lethbridge

Paul Gareau, Montreal Association for the Blind

West Montreal Readaptation Centre

Carol McDonough, CHSLD Father Dowd, St. Andrew, St. Margaret

*Representatives of the community’s historical institutions providing second-line specialized services to youth, the intellectually and physically handicapped will discuss the implication of the creation of the new health and social services centres in Montreal. CHSLD Father Dowd, St. Andrew, St. Margaret will address its regional mandate for long-term care for English-speakers. What are the stakes for our institutions in the creation of new health and social services centres in Montreal? How will services be coordinated between first and second line, or across new CSSS territories? Issues of mechanisms of transfers, territorial mandates and relations with community resources will be explored. Also, the question of out-of-region services will be addressed.*

9:00 – 10:30

## **Workshop III**

### **“INFO-SANTÉ”**

**(Proposed, not confirmed)**

Lise Dunnigan

Marielle Lavallée

Representatives from 1 or 2 Info-Santé services

*Representatives of the Ministère de la Santé et des Services Sociaux, the CHSSN Primary Health Care Project and public partners participating in the initiative to improve English-language access to Info-Santé will present the results of a major survey of use of Info-Santé by English-speakers. Presenters will discuss measures adopted to upgrade the Info-Santé system to respond to the needs of English-speaking communities.*

9:00 – 10:30

## **Workshop IV**

### **“BUILDING A NETWORK MODEL: NINE COMMUNITIES CREATING LINKS WITH PUBLIC PARTNERS”**

Richard Walling, Holland Centre

Representatives of communities participating in the NPI program

Anne Usher

*The panel will present the community development approaches being used to create formal links between English-speaking communities and the public health and social services system. What are the models currently being developed? What are the special challenges for the communities involved? What are the results so far? How will the new networks be sustained over time? How do the current investments to improve access relate to the networks in the nine target communities? What can other communities learn from this experience?*

9:00 – 10:30

**Workshop V**

**“ADAPTING PRIMARY HEALTH CARE AND SOCIAL SERVICES FOR ENGLISH-SPEAKING COMMUNITIES: NEW PROJECTS AND NEW OPPORTUNITIES”**

**(Proposed, not confirmed)**

CSSS representatives involved in the CHSSN Primary Health Care Project  
Representatives from 1 or 2 regional agencies  
Ron McNeil, Provincial Committee  
1 or 2 community representatives

*Representatives of the public partners participating in the CHSSN Primary Health Care Project will describe their initiatives to improve access to community-adapted front-line services and adapted living environments. Representatives of participating communities will present their perspective on their role in the projects. Representatives of the regional agencies for the development of health and social services networks, along with the secretary of the Provincial Committee will describe the links to the clinical and organizational projects and the impending review of access programs of services in English. The workshop will address the issue of sustaining the new initiatives in the new context of Quebec’s health and social services system.*

10:30 – 11:00

**Break and Check-out**

11:00 – 12:30

**Workshop VI**

**“POPULATION HEALTH AND ENGLISH-SPEAKING COMMUNITIES: APPLYING THE SOCIAL ECONOMY MODEL”**

**(Proposed, not confirmed)**

Hugh Maynard  
CASA, Coasters, Vision Gaspé-Percé Now  
Grant Myers, Community Table

*The CHSSN population health initiative to promote the social economy will be presented. Two participating communities will describe their social economy projects. The workshop will address the role of the social economy in developing community resources in the new context of Quebec’s health and social services system. Issues of community capacity to participate in the social economy will be addressed. Panellists will also discuss funding programs and new policy initiatives that would support participation of English-speaking communities in the social economy sector.*

11:00 – 12:30

### **Workshop VII**

#### **“MAPPING HEALTH DETERMINANTS AND COMMUNITY VITALITY”**

**(Proposed, not confirmed)**

CHSSN

Joanne Pocock

Elizabeth Kater

Regional Association of West Quebecers

Townshippers’ Association

*Panellists will present different strategies to support community vitality. Building a knowledge base, mapping health determinants and mobilizing communities are the main themes. What are the key determinants of community vitality? Which mobilization strategies work best to build effective community development plans? What approaches are used to ensure communities are active players in charting their own future?*

11:00 – 12:30

### **Workshop VIII**

#### **“TRAINING AND HUMAN RESOURCES DEVELOPMENT: THE MCGLL PROJECT FOR ENGLISH-SPEAKING COMMUNITIES”**

**(Proposed, not confirmed)**

Mireille Marcil

Estelle Hopmeyer

Hélène Riel-Salvatore

Julie Desjardins, MSSS

Lorraine Torpy

1 representative from a regional agency

1 representative from a public partner

*The McGill Training and Human Resources Project will present the measures supporting language training of Francophone personnel in the sixteen administrative regions. As well, initiatives to promote retention of English-speaking personnel in the regions will be described. The role of partnerships between public partners, communities and the McGill network will be discussed. The coordination role of the MSSS and the regional agencies will be presented as well. The workshop will discuss the impact of the measures on access to English-language services. In particular, participants will explore strategies to sustain the results of the measures in the new context of the health and social services system.*

11:00 – 12:30

**Workshop IX**

**“INFORMING COMMUNITIES: ROLE OF ENGLISH-LANGUAGE MEDIA IN THE HEALTH AND SOCIAL SERVICES SYSTEM”**

**(Proposed, not confirmed)**

Royal Orr

QCNA

Sharon McCully

Michèle Thibault, Quebec Chronicle Telegraph

Representative of the Gazette

Representative of the Quebec Community Network (CBC)

*What is the role of the media in informing English-speaking communities of developments and issues of the health and social services system at the provincial and local levels? Should the media be an advocate? What is the leadership role of the media with local English-speaking communities? What do the media need to report effectively on community needs and priorities? What do the media need from the public system? Panellists will engage a discussion with workshop participants on these issues.*

11:00 – 12:30

**Workshop X**

**“HEALTH AND SOCIAL SERVICES IN THE EDUCATION MILIEU: IS THE COMMUNITY SCHOOL THE ANSWER?”**

**(Proposed, not confirmed)**

Noel Burke

David Birnbaum

2 school boards

2 community representatives (NPI groups)

*There is considerable interest in looking at the role that schools may play as a locus for community services, particularly in the area of health and social services. Panellists will discuss results of the CHSSN-CROP survey concerning the future of English schools and the role they may play in the community. What is a community school? Is the concept supported in the community? What role could it play in the provision of services? What government initiatives could support such a role? Would community schools save small schools from closure?*

12:30 – 1:30

**Lunch**

1:30 – 1:45

**Closing Address**

**“PARTNERSHIP AND SUSTAINABILITY: THE NEW CONTEXT AND THE FUTURE OF ENGLISH-SPEAKING COMMUNITIES”**

2:00 – 3:00

**Workshop reports and wrap-up**

*Jennifer Johnson and Russell Kueber*

3:00 – 3:15

**Conference closure: Ron Creary**