

Some concepts of access to services taken from the Quebec Government administrative guide to developing a program of access to health and social services in English (1994)

Adaptation of the health and social services system to serve English-speaking persons

The system places a focus on citizens, their characteristics, needs and expectations. This is the concept of the citizen as user or consumer. An adequate response to needs of each citizen requires that the system make the necessary adjustments. It is not up to users to find their own way within the system, but rather the system to receive users, identify their needs with them, determine the most appropriate response and direct them towards the proper service. To provide users with services in the English language, an institution must provide the services required or refer the user to another institution capable of doing so within the user's community or region, or in another region.

Access to health and social services in the English language

Access to services in English means that English-speaking persons have the same possibilities of access to the range of health and social services as everyone in their region. This is what we mean by 'equitable access'. Improving access means correcting situations where language acts as a barrier to receiving services that are normally accessible to the whole population of a territory or region.

Les Personnes d'expression anglaise

Les personnes d'expression anglaise sont celles qui, dans leurs relations avec un établissement qui dispense des services de santé ou des services sociaux, manifestent le désir de recevoir des services en langue anglaise ou se sentent plus à l'aise d'exprimer leurs besoins en cette langue.