



Outaouais Health and Social Services Network FOR THE ENGLISH-SPEAKING POPULATION Newsletter

November 2006

Welcome to the first Outaouais Health and Social Services Network (OHSSN) newsletter!

OHSSN serves the English-speaking population of the Outaouais. The network is committed to working with communities, public health agencies, and community organizations to facilitate access to health and social services in English. OHSSN was established in December 2004 through the Regional Association of West Quebecers, with funding from Health Canada. A Steering Committee comprised of various representatives from the community oversees the network.

Do you need assistance in finding information or services in English? Give us a call. Our health and social services coordinator is here to help. Contact **Danielle Lanyi** at (819) 682-9602 or e-mail dlanyi@magma.ca.

Free Events, Services, and Resources

The Learning Puzzle <www.thelearningpuzzle.net>: What every parent and teacher should know about children with learning disabilities – an online multimedia guide to Learning Disabilities and Attention Deficit Disorders in children.

Telehealth Videoconference on Grief and Loss, Tuesday, December 5, 2006

(See poster attached.) This free community event is being facilitated locally by OHSSN and sponsored by the McGill University Health Centre, the Community Health and Social Services Network, and Health Canada.

"My teenager's acting so strange these days. I'm worried there's something wrong"

CARE-Ring Voice Network – Free Tele-Workshop, November 29, 2006, 7:00-8:00 PM

This free Tele-Workshop can be done in the privacy of your own home or in a small group setting. Call Danielle Lanyi at (819) 682-9602 to register or for more details.

Quebec Health Guide provincial government website available in English

<www.guidesante.gouv.qc.ca/en/index.html>

Find information on common health problems, diseases, clinical tests, outpatient surgeries, prevention, healthy lifestyles and a health action plan. A simple, practical and reliable source of information for dealing with non-emergency health problems and using Quebec health-care services.

Safely Home

Safely Home <www.alzheimer.ca/english/safelyhome/intro.htm> assists police in finding a person with Alzheimer's who is lost and safely returning him or her home. It is a nationwide program developed by the Alzheimer Society of Canada in partnership with the Royal Canadian Mounted Police.

For more information on Alzheimer's Disease visit the **Alzheimer's Society's website**

<www.alzheimer.ca>. Another useful site is **The Alzheimer's Store** <www.alzstore.com>, dedicated to providing unique products and information for those caring for someone with Alzheimer's disease. Every product in the store has been carefully selected to make living with Alzheimer's disease as easy as possible.

Teen Gambling

While most teens experiment with gambling at some point (i.e, lottery tickets, sports betting, poker games or internet gambling), between 4 and 10% will develop gambling problems.

Talk it out <www.gamtalk4teens.org> is a non-profit project organized through McGill University. Every night from 8 p.m. to midnight, teens log on to chat with a specially trained counsellors about their gambling concerns. No names are necessary, so users can chat freely with experienced gambling counsellors who answer questions honestly and without judgment. There's no obligation to return, but counsellors will refer anyone who asks to a service in their area.

Issues for Outaouais Anglophones

What are the most important issues for Outaouais Anglophones?

This was one of the questions posed to Anglophones across the province in a CROP survey commissioned by the Community Health and Social Services Network (CHSSN) in 2005. Outaouais Anglophone respondents identified **Equal rights, Access to services in English, Bilingualism, and Information in English** as their most important issues.

The survey also asked respondents to express their level of satisfaction with regard to access in English to a wide range of services. Radio (86%), television (85%) and weekly newspapers (80%) received the highest ratings from Outaouais residents. However, only 43% of Outaouais Anglophone respondents expressed satisfaction with access to health and social services compared to 46% of their provincial counterparts. You can view the full report at English-language Health and Social Services Access in Québec <www.chssn.org/populationhealth/baseline_rpt_05-06.html> (2.1 Mb) on the CHSSN website.

Health & Social Services

OHSSN Hosts Regional Community Consultation on Health and Social Services

On September 27th, 2006, twenty-three English-speaking residents from Buckingham, Wakefield, Chelsea, Kazabazua, Maniwaki, Shawville, Luskville, and Gatineau participated in a regional consultation on health and social services. Presentations by Danielle Lanyi (OHSSN Coordinator) and James Carter (Senior policy advisor for the Community Health and Social Services Network) provided participants with up-to-date knowledge on current initiatives and survey results for the English-speaking population of the Outaouais. Participants considered the strengths and challenges of their respective locales and brainstormed ideas for engaging their communities in a common strategy to improve information and access to health and social services in English. Two major recommendations from this session were the creation of Local Action Committees and of a Regional English-speaking Community Health and Social Services Table. OHSSN will continue to work with various communities and service providers to realize these recommendations. For more details please visit www.ohssn.org.

Regional Committee for the Provision of Health and Social Services in English

This is an advisory body to *l'Agence de la santé et des services sociaux de l'Outaouais* (the regional agency for health and social services). The Committee includes 13 representatives from:

- *L'Agence* (1)
- The Health and Social Services Centres for Gatineau, Pontiac, des Collines, Papineau, Vallée-de-la-Gatineau (5)
- A regional institution – (Pavillon du Parc) (1)
- The Western Quebec School Board (1)
- The English-speaking community sector (4)
- One member designated by the Committee (1)

Representatives from the English-speaking community sector include Brian Gibb (Regional Association of West Quebecers), Kathy Teasdale (English Network Resources in Community Health) and Danielle Lanyi (OHSSN).

The Regional Committee advises *l'Agence* regarding its Access program, suggesting modifications as

necessary. It may also recommend and support the development of programs or projects that reflect the needs of the English-speaking population, based on the priorities established in the Access program.

What is the Access program?

L'Agence is responsible for determining the various ways which enable English-speaking persons to access health and social services in the English language. Based on a needs assessment of the region's English-speaking population, the Access program:

- determines the services required to meet those needs
- indicates the English language service providers by the institutions' name and, where applicable, that of the facility that offers such services
- describes the means whereby these services can be accessed.

These services can be available locally, regionally, or in another region.

L'Agence formally prepares the Access program and requests the opinion of the Regional Committee for the Provision of Health and Social Services in English (which met for the first time on November 1st). Two more meetings are scheduled as the Access program must be approved by *L'Agence's* Board of Directors and submitted for final approval to the Minister of Health in January 2007. Stay tuned for information on the progress of this important program in the next newsletter!

Your Opinion

We encourage your feedback on this newsletter. Please let us know of any issues, topics, or other suggestions you would like to see addressed here, dlanyi@magma.ca

For more information: dlanyi@magma.ca
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