

AIDE-MÉMOIRE

Access to Health and Social Services in English-language

Under section 18 of the Act respecting the governance of the health and social services system (ARHGSSS) (formerly section 15 of the HSSS Act), English-speaking persons "are entitled to receive health services and social services in the English language, in keeping with the organizational structure and human, material and financial resources of the institutions providing such services, and to the extent provided by an access program [...]".

The 2023–2026 English-language Health and Social Services Access Program of the CIUSSS du Centre-Sud-de-l'Île-de-Montréal (CCSMTL) aims to ensure that English-speaking persons have access to a wide range of health and social services in English, as close as possible to their living environments.

The English Health and Social Services Access Program outlines :

- The care and services offered in English;
- The facilities where these services are provided, along with access modes;
- The documentation available in English, where applicable.

Services Offered Through the English-language Access Program

At CCSMTL, most programs and services are available in English, including frontline services such as reception, admission, assessment, orientation, as well as certain specialized services (e.g., cancer treatments, palliative care), with various access modes.

Access modes

In most health and social services institutions, service agreements with community organizations are in place to support the English-speaking population in receiving care and services in English. However, access mode may vary depending on the availability of human resources (vacation, work schedules, leaves, etc.).

Did you know...

- CCSMTL is a indicated institution, which means it must provide care and services in English in accordance with its capacity and available resources.
- For health-related matters, a user who is more comfortable in English must be referred to the appropriate services and offered the proper tools in their language by health and social services provider.

To consult the Access Program, visit the following website

