

An Overview of Mental Health Services for English Speakers in Laval, Quebec

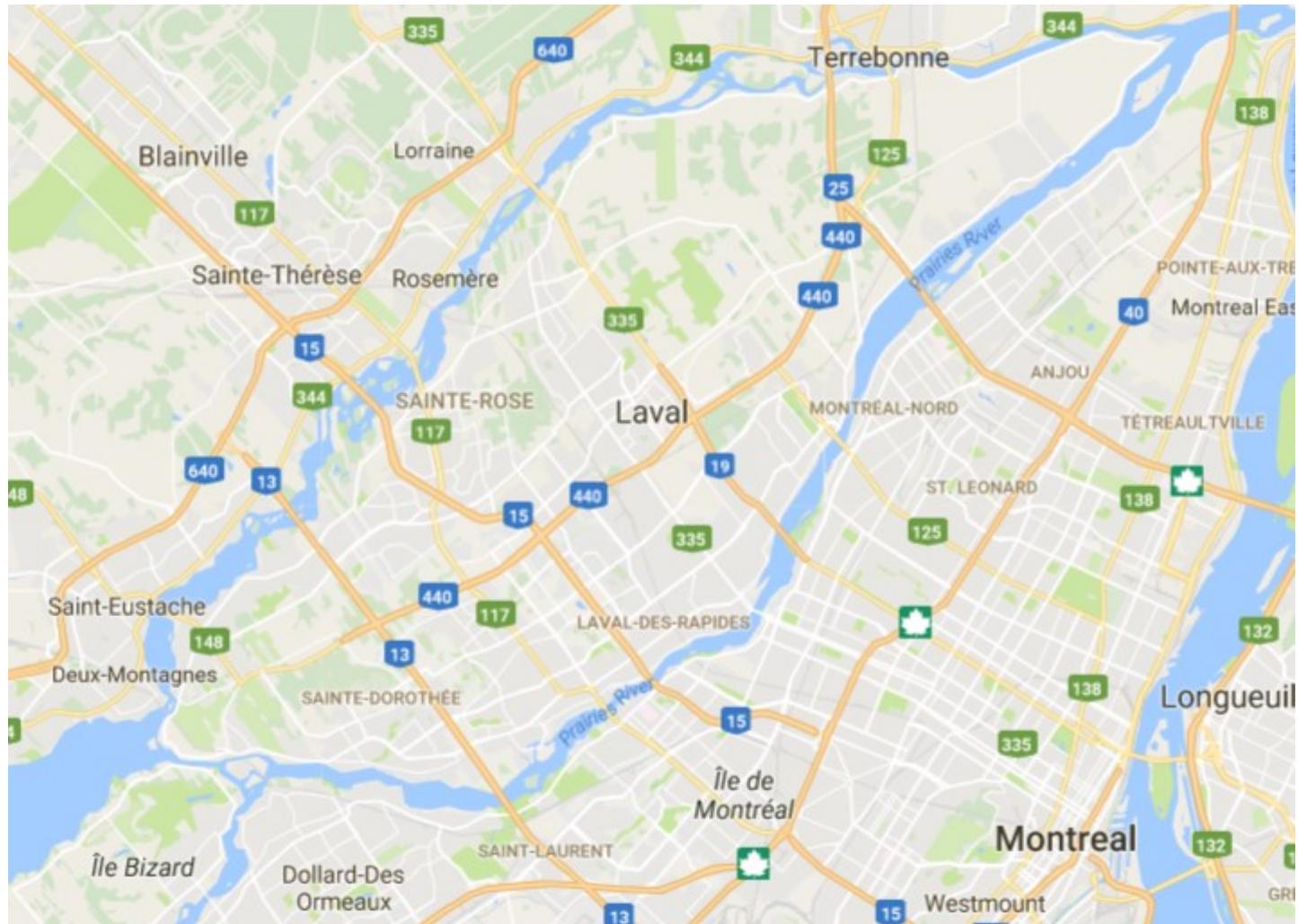
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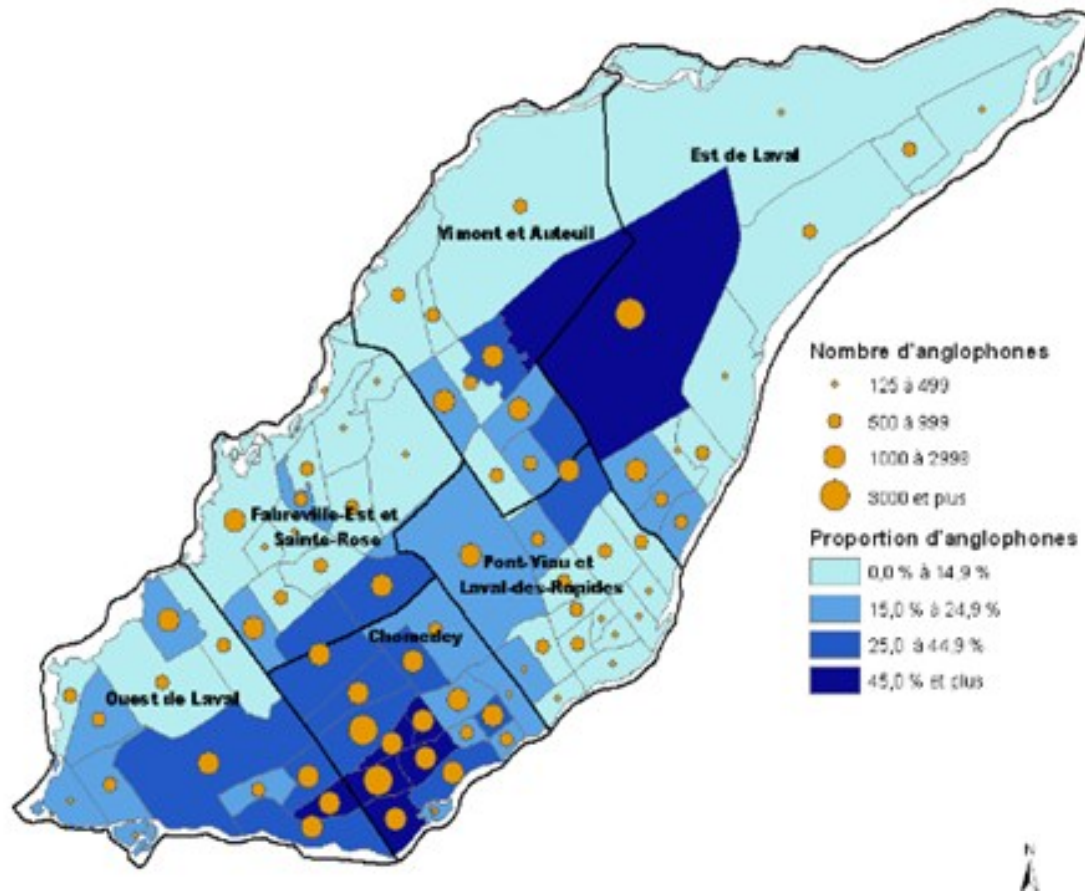
Why be concerned?

- Why be concerned about the provision of mental health services in one's preferred official language?
- Clinical argument: “Clinicians should be aware of the ways in which quality of care can be compromised when they evaluate patients in a nonprimary language or use an interpreter.”
(Bauer and Allegria, 2010. Impact of patient language proficiency and interpreter service use on the quality of psychiatric care: a systematic review.)
- Service argument: To avoid having frustrated patients and family who have to wait or travel far to obtain the service in their preferred official language

Case Study: Laval, Quebec



Location of English speakers in Laval, Qc



Mental Health Services in Laval: Primary Care

Primary Care

COCRSI
committee, mentale health

PSOC - Support for
Community Orgs (\$)

Mental Health Hotline,
(bilingual telephone no.
for the public)

GASMA (mental health
hotline for health
professionals)

CLSCs
(local community
clinics)

Community
Organizations
(crisis; beds); ex.
CILL

Physician
(clinic)

Mental Health Services in Laval: Specialized Services

Urgences sociales
(event/crisis; City of
Laval)

Specialized Services (Deuxième ligne)

for East

Hôpital Cité de la santé
Emergency;
Psychiatry Dept.

Hospital Outpatient
Clinics (2012 Boul.
René Laennec);
Programs: ex. SIM
(suivi intensif dans le
milieu); SIV; bilingual

Residences
managed by the
CISSS (a few
bilingual places)

for West

Hôpital Sacré Coeur,
Pavillon Prévost
Emergency;
Psychiatry Dept;
Outpatient Dept.

Geriatric Psychiatry
(not many English
patients now)

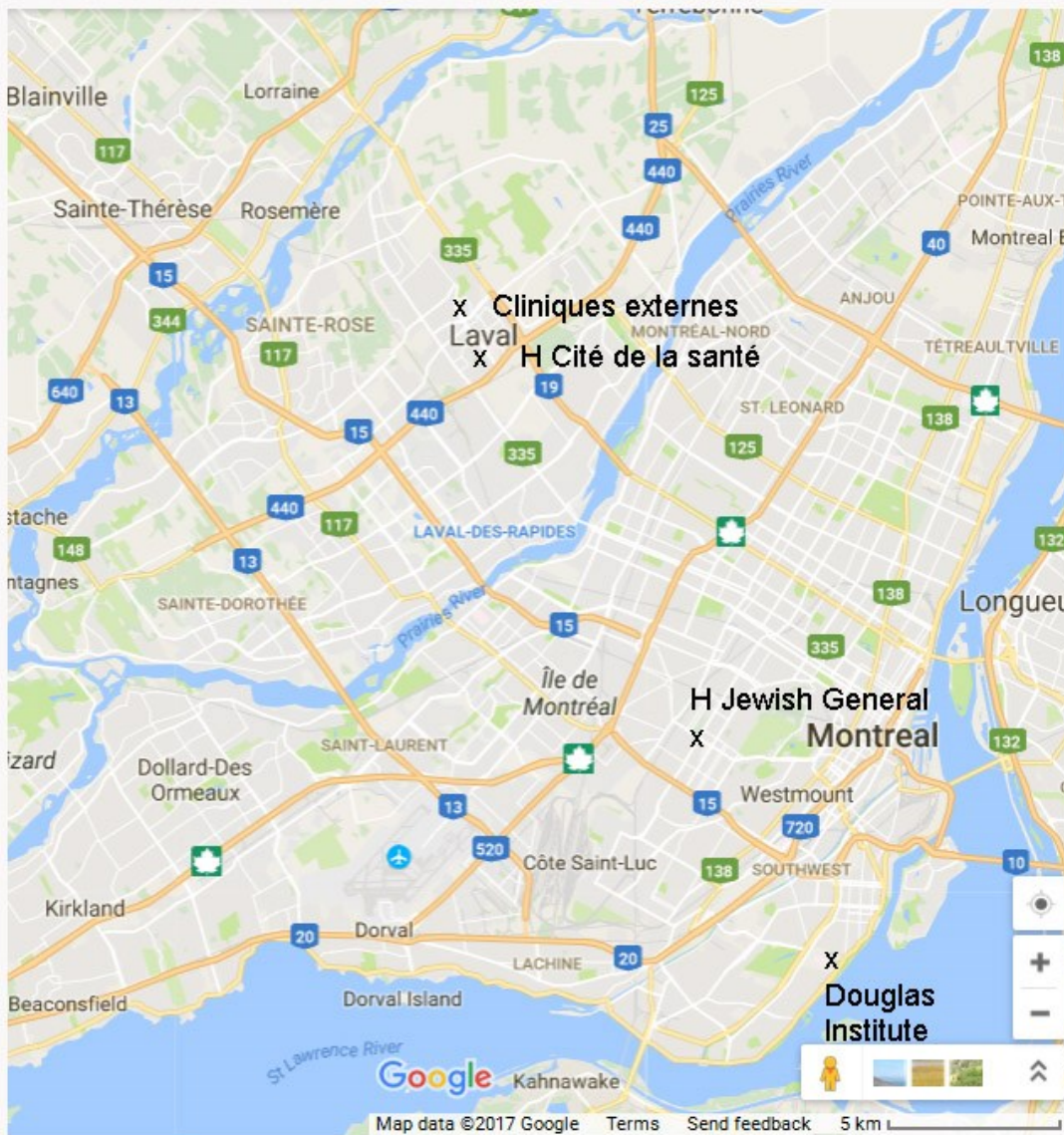
Outside Laval

Jewish General Hospital
Emergency;
Psychiatry Dept;
Outpatient Clinics

Community Organizations
(various programmes include family)
ex. Friends for Mental Health West Island

Douglas Institute
Emergency;
Specialized in anxiety, depression,
bipolar, schizophrenia and psychosis

Specialized Mental Health Services, Laval and Montreal



Overall Observations (mental health services, Laval)

- Managers seem sensitized to the issues
- CLSCs: most likely have services in English, but no accurate stats; awareness on the part of the population?
- Sometimes, Urgence sociale will transport English speakers in Laval west to the Jewish General Hospital, Montreal

Overall Observations (mental health services, Laval)

- Cité de la santé: psychiatric nurses may not be bilingual;
 - some transfers elsewhere;
 - outpatient services relatively far from main English speaking population
 - lack of statistics on English speakers here and everywhere
- Residences (group homes): any English ones? (equity)
- Community organizations (Laval): several offer services in French, but none officially in English (but some in Montreal)
- Access to the Jewish or Douglas: for people with cars, or a lot of patience if taking public

Research needed

- When services are not 'readily available' in one's first language, what problems may follow?
 - Wait period
 - Duration of untreated disorders longer (Bauer, Chen, Alegria, 2010)
 - Perhaps travel for services in first language, when possible
 - Abandonment of treatment
 - Trust in professionals likely lower if 2nd language used

Research to date has only scratched the surface