Identification of areas of improvement at point of intake of a request for services with the CLSC teams through a LEAN process

Inventory of whether vital forms and informative documentation are available in English

Implementation of a collaborative workplan

Entry of preferred language in the user file at point of intake

Translation and availability of vital documents in English specific to the home support seniors clientele

Availability of REISA resource guides on the CIUSSS website and through the Intranet for health professionals to facilitate referencing

Reinforced ties between the CLSC team the Almage Seniors Centre

REISA

CIUSSS de l'Est-de-l'Île-de-Montreal

CLSC Mercier-Est-Anjou SAPA team

Almage 50+ Senior Community Center

To support the CIUSSS de l'Est-de-l'Île-de-Montreal in the implementation of the *Regional Program of access to English language health and social services* for the English-speaking seniors served by the CLSC Mercier-Est-Anjou