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African Canadian Development and
and Prevention Network
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Réseau de Développement et
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The East Island Network for English Language Services
Le Réseau de l'Est de l'Île pour les services en anglais

NPI FORUM REPORT

Together for Access

Strengthening access to health and social services for English-speaking communities within the CIUSSS du Nord territory.



CO-HOSTED BY

the East Island Network for
English Language Services
(REISA) and

African Canadian Development
and Prevention Network
(ACDPN)

March 2026 | Montréal, Québec



01 EXECUTIVE SNAPSHOT

A forum designed to turn local knowledge into stronger access

Together for Access brought community and institutional partners together to examine service-access realities, share practical tools, and identify opportunities for stronger coordination.

~35 PARTICIPANTS	10+ ORGANIZATIONS & INSTITUTIONS	4 CONSULTATION THEMES	1 REGIONAL FORUM
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Why the forum mattered

The event created structured space for relationship-building while strengthening collective understanding of barriers faced by English-speaking populations.

What came out of it

Participants identified service-visibility, language, navigation and outreach barriers, and emphasized trust-building, co-creation, stronger referral pathways and ongoing collaboration.

A clear direction emerged

Several participants recommended an ongoing follow-up committee or roundtable to maintain momentum and develop concrete solutions. The North Development Table can build directly on that recommendation and on the relationships established through the forum.

Report scope

This report summarizes the documented purpose, participation, consultation themes, key findings, outcomes and follow-up direction of the March 2026 forum. No unverified attendance breakdowns, percentages or survey scores have been added.



02 FORUM CONTEXT

Purpose, participation and shared context

ACDPN and REISA co-hosted the forum as a regional networking, knowledge-sharing and consultation event focused on improving access to health and social services for English-speaking communities within the CIUSSS du Nord territory.

Forum objectives

- Build relationships between community and institutional actors working across the territory.
- Strengthen collective understanding of barriers affecting English-speaking populations.
- Share demographic trends, territorial realities and service-access information.
- Create a structured consultation space to identify practical priorities for more accessible and culturally responsive services.

Who was represented

Approximately 35 participants represented a broad cross-section of community organizations, seniors' organizations, public stakeholders and regional partners.

REISA	Eva Marsden Centre
ACDPN	Saint Antoine 50+ Community Centre
CHSSN	Corporation de développement communautaire
Almage	AMI-Québec
Gay and Grey Montréal	Services communautaires canadiens
Seniors Action Quebec	Other local actors working with seniors, youth, mental health, social inclusion and community development

Shared information base

Presentations from CHSSN and CIUSSS du Nord provided participants with demographic trends, territorial realities, service-access challenges and practical planning tools, including the CHSSN mapping platform and population data resources.



03 CONSULTATION APPROACH

Four strategic themes shaped the small-group discussions

The facilitated consultation moved from shared information to practical reflection, giving participants a common structure for discussing gaps, community needs and possible improvements.

01 Service gaps Gaps in services for English-speaking populations.	02 Community support How support for community organizations could be strengthened.
03 Underserved groups Needs of underserved and underrepresented populations.	04 Cultural adaptation Culturally adapted service delivery for diverse English-speaking communities.

The discussion connected access to more than service availability

Participants' input pointed to a broader access pathway: people need to know that services exist, understand how to reach them, navigate language and administrative pathways, trust the organizations involved, and receive support that responds to their realities.



VISIBILITY

LANGUAGE

NAVIGATION

TRUST

RESPONSIVENESS

04 KEY FINDINGS

Six recurring access issues emerged from the consultation

These findings reflect the barriers and priorities documented in the forum summary and participant discussions.

Visibility of English-language services Participants identified limited visibility of services available in English, making it harder for residents to know where support exists or how to reach it.	French-only communication pathways Language barriers can arise before a resident ever reaches a service, including through information and communication pathways that are only available in French.
Insufficient interpretation supports Participants highlighted gaps in interpretation and language support that can complicate access and communication.	Navigation barriers Complex service pathways can make it difficult to identify the right service, understand referral routes, or move between community and institutional supports.
Need for more intentional outreach Participants called for stronger outreach to seniors, racialized communities, newcomers, youth, LGBTQ+ populations, and individuals facing literacy or mobility barriers.	Trust, co-creation and referral relationships Participants emphasized trust-building, co-creation, stronger referral pathways, and ongoing collaboration between institutions and community organizations.

What this suggests for partners

Improving access requires attention to the full journey between community members, trusted community organizations and institutional services - not only the availability of a service at the final point of care.



05 OUTCOMES & IMPACT

The forum strengthened connections and surfaced practical follow-up opportunities

The documented impact of Together for Access was both relational and strategic: partners gained opportunities to connect directly while identifying concrete issues that require continued coordination.

Territorial coordination	The forum created direct dialogue between community and institutional partners and identified practical opportunities to improve service accessibility.
Expanded networks	Organizations serving English-speaking communities had opportunities to establish new relationships and partnership connections.
Greater visibility of underserved populations	The discussions increased awareness of hidden or underserved populations whose needs may be under-recognized in mainstream planning.
Useful planning resources	Participants valued access to demographic tools, mapping resources and population data that can support future planning.
Momentum for continued planning	Feedback highlighted the need to continue collective strategic planning around English-language access.
A concrete follow-up direction	Several participants recommended an ongoing committee or roundtable to maintain momentum and develop solutions.

Participant feedback

Post-event evaluations were collected. The forum summary records positive feedback on the relevance of the discussions, opportunities for new partnerships, access to demographic tools and mapping resources, and the importance of continuing collective planning.



06 FROM FORUM TO FOLLOW-UP

Building the North Development Table from what participants already identified

REISA's fall planning for the North Development Table provides a practical mechanism to carry forward the forum's strongest recommendation: sustained collaboration beyond a single event.

MARCH 2026 Together for Access Regional networking, knowledge-sharing and consultation	FORUM OUTPUT Shared priorities Access barriers, underserved populations, stronger referrals and cultural responsiveness	NEXT PHASE North Development Table A recurring space to maintain momentum and develop coordinated solutions
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Priority areas the Table can carry forward

01 Service visibility

Improve awareness of English-language services and available access points.

03 Intentional outreach

Reach populations that may not be well served through mainstream communication channels.

05 Relationship-building

Maintain trust and regular exchange between community and institutional partners.

02 Navigation & referrals

Strengthen connections between community organizations and institutional services.

04 Cultural responsiveness

Keep community realities and co-creation central to service adaptation.

06 Shared learning

Use ongoing dialogue to identify emerging needs, useful tools and practical opportunities for coordinated action.

Closing summary

Together for Access established a shared starting point: partners identified real barriers, connected across sectors, and expressed a clear interest in continuing the work through an ongoing collaborative structure. The North Development Table can provide the structure for partners to keep exchanging information, strengthen referral relationships, identify emerging needs and develop practical responses together.

TOGETHER FOR ACCESS

From a one-day forum to an ongoing table for shared learning, stronger relationships and coordinated action.

