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Nota di contenuto	Cover -- Title Page -- Copyright -- Contents -- List of Figures and Tables -- Abbreviations -- Introduction: Social Services and Health Services in Minority-Language Communities: Towards an Understanding of the Actors, the System, and the Levers of Action -- Part I: Engaging Actors: Putting the Strategic Analysis to the test -- Chapter 1: Active Offer, Actors, and the Health and Social Service System: An Analytical Framework -- Chapter 2: Engaging Future Professionals in the Promotion of Active Offer for a Culturally and Linguistically Appropriate System -- Part II: Policy Levers and Legal Measures: The Interplay of Actors -- Chapter 3: French-Language Health Services in Canada: The State of the Law -- Chapter 4: The Co-Construction of the Active Offer of French-Language Services in Ontario's Justice Sector -- Part III: Accessibility and the Active Offer of French-Language Services -- Chapter 5: The Health of Francophone Seniors Living in Minority Communities in Canada: Issues and Needs -- Chapter 6: The Experience of Francophones in Eastern Ontario: The Importance of Key Facilitators (Service Users and Providers) and the Influence of Structures Supporting the Health and Social Services System -- Chapter 7: Offering Health Services in French: Between Obstacles and Favourable Factors in Anglophone Hospital Settings -- Part IV: Bilingualism and the Active Offer of French-Language Services

-- Chapter 8: Issues and Challenges in Providing Services in the Minority Language: The Experience of Bilingual Professionals in the Health and Social Service Network -- Chapter 9: Recruitment and Retention of Bilingual Health and Social Service Professionals in Francophone Minority Communities in Winnipeg and Ottawa -- Chapter 10: Active Offer, Bilingualism, and Organizational Culture -- Part V: Issues and Strategies in Educating Future Professionals. Chapter 11: Teaching Active Offer: Proposal for an Educational Framework for Professors -- Chapter 12: Behaviours Demonstrating Active Offer: Identification, Measurement, and Determinants -- Appendix: Active Offer of Social and Health Services in French, Version 1.0 -- Chapter 13: The Necessity for Normalized Tests for Speech, Language, and Hearing Assessment of Young Francophone Children Living in Linguistic Minority Settings: Myth or Reality? -- Chapter 14: Bilingual Health Care in Quebec: Public Policy, Vitality, and Acculturation Issues -- Conclusion: New Insights into Safe, Quality Services in Official Language Minority Communities -- Contributors -- Health and Society.

#### Sommario/riassunto

It is imperative that we train leaders who are able to intervene efficiently with service users and to support a better organization of the workplace. It is especially important to look at the many issues related to postsecondary training and human resources, such as recruiting and keeping these leading professionals. Accessibility and Active Offer thus combines theory and empirical data to help future professionals understand the workplace issues of accessibility and active offer of minority-language services. This English-language adaptation of Accessibilite et offre active features an additional chapter by Richard Bourhis on issues specific to Anglophone communities in Quebec. This multidisciplinary collective work is the first to unite researchers in health, social work, sociology, political science, public administration, law and education, in order to gain more thorough knowledge of linguistic issues in health and social services, as well as of active offer of French-language services. Published in English, with a French counterpart.