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FRENCH HEALTH NETWORK
OF CENTRAL/SOUTHWESTERN ONTARIO



Entité 4^{MD}

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Francophones in the Greater Toronto Area have access to an exemplary model of long-term care at Bendale Acres – Pavillon Omer Deslauriers

Ancaster, Ontario - February 15, 2018 : The French Health Network of Central Southwestern Ontario, in partnership with Entité 4, City of Toronto – Bendale Acres, the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) and Reflet Salvéo, announces the publication of a study conducted by Santis Health consultancy group, recognizing the French language long-term care services of Pavillon Omer Deslauriers as an innovative model to serve Francophones living in minority communities in Canada.

The Pavillon Omer Deslauriers includes 37 beds offering French language services within [Bendale Acres](#), one of 10 long-term care homes operated by the City of Toronto. Francophones have priority admission and live in an environment adapted to meet their linguistic and cultural needs, which greatly contributes to their quality of life. Pavillon Omer Deslauriers actively pursues and uses bilingual resources (staff, activities, information, interpretation services) to meet the needs of Francophones and those of their families and loved ones who do not necessarily speak French.

"Even when a Francophone is bilingual, medical studies show that, in old age or cases where there is cognitive impairment or dementia, many of them lose the use of their second language. Unfortunately, at a time of their lives when these seniors are the most vulnerable and have a greater need to understand and be understood in French, they often find themselves in a strictly Anglophone environment" says JoAnne Chalifour, President of the French Health Network of Southwestern Ontario and Director of Quality & Community Engagement, Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton.

The partners in this project undertook to analyze effective and proven models of health service provision for Francophone seniors living in a minority community in Canada, and the Pavilion Omer Deslauriers model stood out. *"Bendale Acres has worked with various partners and members of the Francophone community for several years to continually improve the services offered to our residents. This is a journey that the City of Toronto began in 1994 and has been going on since then"* said Margaret Aerola, Bendale Acres Home Administrator.

The Guide to Planning and Providing Long Term Care Services in French resulting from this study, funded by Health Canada under the Roadmap for Canada's Official Languages 2013-2018 and by Entité 4, identifies the attributes required to meet the needs of Francophones and is a practical guide to support the adoption of similar models elsewhere in Ontario and throughout Canada: [French Guide](#) and [English Guide](#). In the wake of [announcements](#) by the Government of Ontario regarding additional funding and the creation of new long-term care beds, this guide will be able to support health service providers meet the priority of better serving Francophone populations across the province.

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INFORMATION

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The French Health Network of Central Southwestern Ontario is part of a national French language health services movement. The Société santé en français as well as the 16 French-language health networks established in the 12 Canadian provinces and territories aimed to rally health partners around priority issues and together plan concerted actions for better health services in French, on regional, provincial and federal levels.

Entité 4's mandate is to make recommendations to the Central, Central East and North Simcoe Muskoka LHINs to improve access to quality health services in French for the francophone community in these areas.