

# Ontario Health Teams: Providing Connected Care for Francophones in Couchiching



## Integrating French Language Health Services into your Ontario Health Team

Entité 4 can support your efforts to engage with the Francophone community.

Other local resources:

- **North Simcoe French Language Services Community of Practice**
- **La Clé**
- **La Coalition des services à l'enfance, à la jeunesse et aux familles (COMPASS)**

The *People's Health Care Act, 2019* states "the public health care system should recognize the diversity within all of Ontario's communities and respect the requirements of the *French Language Services Act* in the planning, design, delivery and evaluation of health care services for Ontario's French-speaking communities."

## What do you need to know about the Francophone community in Couchiching?

The rich diversity in the Francophone populations served by Entité 4 translates into complex and varied health needs.

The North Simcoe Muskoka area boasts one of the oldest Francophone communities in Canada, dating back more than 400 years. Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

**1,050 = 1.41%**

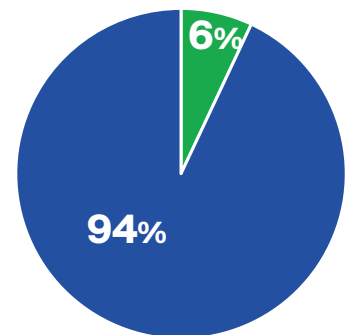
**FRANCOPHONES LIVE IN COUCHICHING<sup>1</sup> OF THE POPULATION**



1. All statistics from the 2016 Census according to the 2009 Inclusive Definition of Francophone

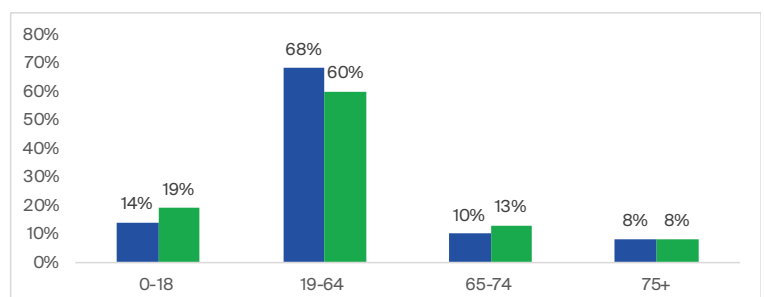
## FRANCOPHONE POPULATION IN COUCHICHING

NOT A VISIBLE MINORITY  
VISIBLE MINORITY



## POPULATION AGE RANGE FOR COUCHICHING

FRANCOPHONE POPULATION  
GENERAL POPULATION



## Does the Ontario Health Team for Couchiching serve a designated area?

Although none of **26 designated areas across Ontario** fall within Couchiching, the area lies in close proximity to the Barrie Area which is home to 6,250 Francophones.

Under the *French Language Services Act*, a person has the right to communicate in French with, and to receive available services in French from “any head or central office of a government agency or institution of the Legislature, and has the same right in respect of any other office of such agency or institution that is located in or serves an area designated”.

## Are there any identified or designated Health Service Providers (HSPs) in your OHT?

Supporting the **identification** and **designation** processes of HSPs for the provision of French Language Health Services (FLHS) is an integral part of Entité 4’s work to ensure sustainability of services over time.

The **identification process** is the selection of HSPs with capacity to plan and deliver safe and quality services in French.

**Designation** is the legal recognition by the Ontario government of an organization’s ability and ongoing commitment to provide high-quality services in French.

### Identified Health Service Providers in Couchiching:

- Orillia Soldiers' Memorial Hospital

### Home and Community Care:

coordination of care is subject to the *French Language Services Act*. Home and Community Care services are provided by the Local Health Integration Networks (LHINs).

# Spotlight on French Language Services

## Orillia Soldiers' Memorial Hospital

As the regional provider for the Simcoe Muskoka Kidney Care Program and specialized paediatrics, Orillia Soldiers' Memorial Hospital has been working with Entité 4 to enhance their capacity to offer French language services.



## What other French Language Health Services are located nearby?

Francophones in Couchiching may choose to access other FLHS within the North Simcoe Muskoka area.

### CHIGAMIK Community Health Centre

Designated HSP serving the Francophone population of the entire North Simcoe Muskoka region. An interdisciplinary team provides a full range of French language services including primary health care, diabetes education programs, dietitian services, mental health services, physiotherapy, patient navigation and health promotion activities

📍 845 King Street, Unit 10, Midland

### Canadian Mental Health Association Simcoe County

Community mental health agency with bilingual case managers and clinicians.

📍 128 Anne Street South, Barrie

### Waypoint Centre for Mental Health Care

Specialty mental health hospital providing acute and longer term psychiatric inpatient and outpatient services

📍 500 Church Street, Penetanguishene

📍 1156 St. Andrew's Drive, Midland (outpatient services)

Please note: list above is not exhaustive and is intended to provide an example of some of the French Language Health Services available in the area.

## Why is it important to develop FLHS in Couchiching?

Patients and their families struggle to navigate the health care system, especially when seeking services in French. The integration of bilingual health promoters and patient navigators into health care teams is an emerging best practice in serving minority populations.

Delivering these services in French for Francophones is a key component of patient-centered care for priority populations.

## How do language barriers impact patient safety and care quality?

### INCREASE:



↑  
**MEDICAL CONSULTATION TIMES**



↑  
**RISK OF ERRORS IN DIAGNOSIS**



↑  
**USE OF DIAGNOSTIC TESTS**

### DECREASE:



↓  
**USE OF PREVENTATIVE CARE SERVICES**



↓  
**TREATMENT COMPLIANCE**



↓  
**PATIENT SATISFACTION**

## What have we heard from HSPs about French Language Health Services (FLHS) in Couchiching?



**100%**

OF HSPs IN COUCHICHING IDENTIFY FRANCOPHONE CLIENTS



**75%**

OF HSPs CAPTURE CLIENT SATISFACTION REGARDING FLHS

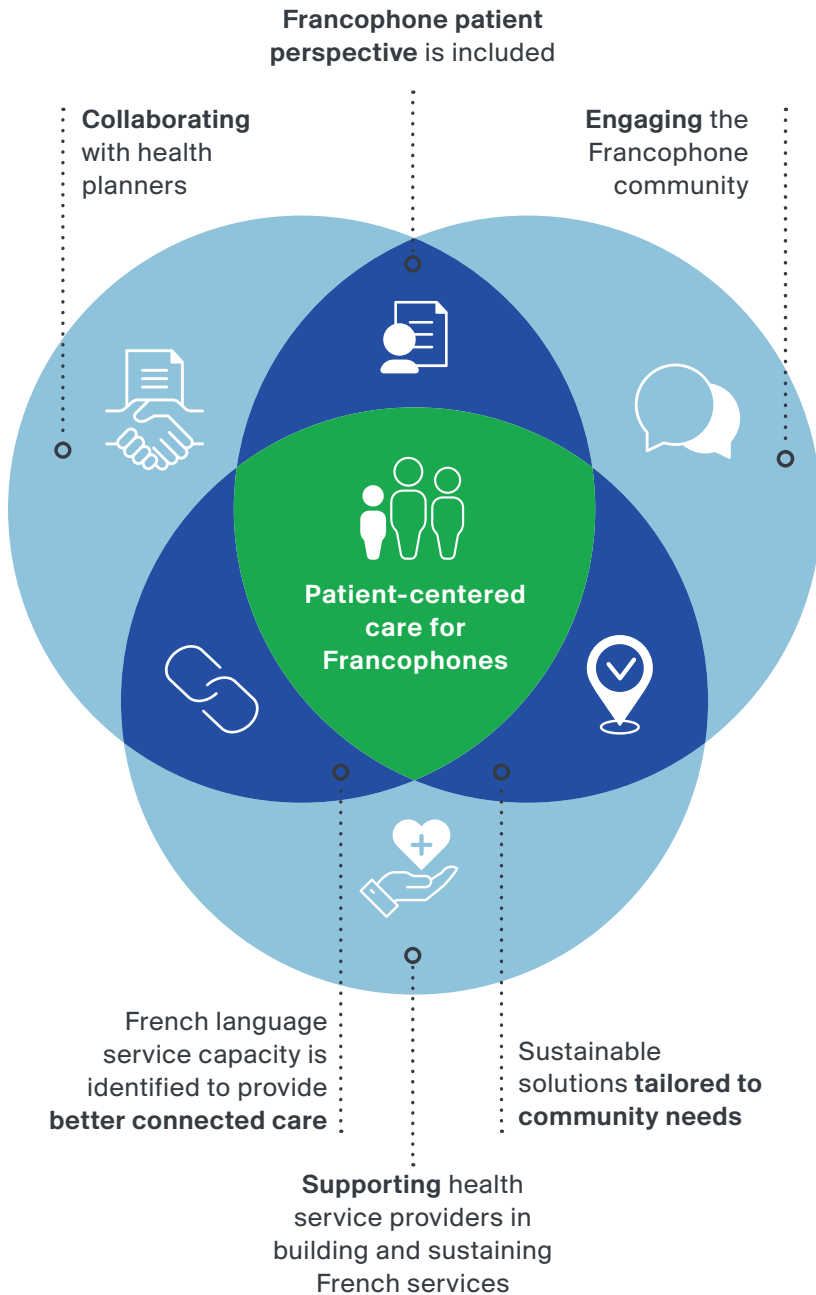


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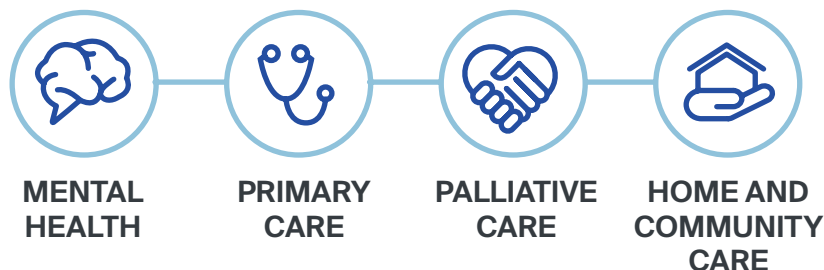
STAFF ACROSS HSPs REPORTED 'ADVANCED MINUS' TO 'SUPERIOR' FRENCH LANGUAGE PROFICIENCY

Entité 4 can help identify HSP capacity to provide French Language Health Services, enabling better alignment and coordination of care.

# How can we support better patient outcomes for Francophones?



## What are our priority sectors?



**Entité 4** is mandated by the Ministry of Health to improve access to French Language Health Services. Entité 4 facilitates community engagement and provides innovative advice on planning, organizing and integrating French Language Health Services. Entité 4 works with local, regional and provincial partners, throughout the Central, Central East and North Simcoe Muskoka regions, to build and sustain health care services for Ontario's official language minority population.

## Entité 4 can help integrate French Language Health Services in your OHT.

Please contact:  
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 1-855-726-8882  
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