

Ontario Health Teams: Providing Connected Care for Francophones in Durham

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.”



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:

Francophone Community Table on Health connects key health and community service stakeholders to discuss health care needs and priorities for Durham Region Francophone communities and identify solutions.

ACFO Durham-Peterborough raises awareness regarding Francophone issues and supports the development and well-being of the Francophone community.

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

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

The growing Francophone communities within the Greater Toronto Area include diverse ethnic communities and newcomers to Canada. Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

13,355 = 2.09%

FRANCOPHONES LIVE IN DURHAM¹

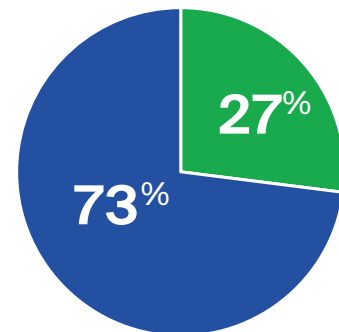
OF THE POPULATION



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

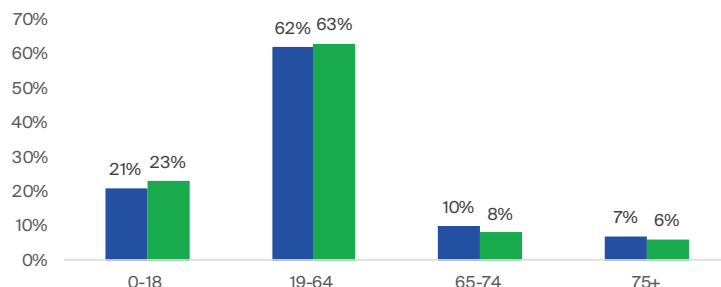
FRANCOPHONE POPULATION IN DURHAM

NOT A VISIBLE MINORITY
VISIBLE MINORITY



POPULATION AGE RANGE FOR DURHAM

FRANCOPHONE POPULATION
GENERAL POPULATION



Does the Ontario Health Team for Durham serve a designated area?

Two of **26 designated areas across Ontario** are located in close proximity to Durham, namely the City of Markham and the City of Toronto.

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.

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

Alzheimer Society Durham Region

Entité 4 is supporting the Alzheimer Society Durham Region initiative, *Living Well with Dementia in the Francophone Communities of Durham Region*. The initiative will provide education and support for Francophones living with dementia and their caregivers.

Carea Community Health Centre

In 2017, in collaboration with Durham Public Health, Carea CHC began offering French language health promotion workshops in Francophone schools.



OUTREACH ACTIVITIES BY
CAREA CHC REACHED
**MORE THAN 600
STUDENTS**

Canadian Mental Health Association Durham

With Entité 4's support, CMHA Durham obtained funding to hire a French speaking outreach worker.



IN 2018/2019 CMHA DURHAM OFFERED
**32 FRENCH LANGUAGE
WORKSHOPS**

Centres d'Accueil Héritage

In 2018 the adult day programming for Francophone seniors in the Oshawa area was expanded to three days a week.

What other French Language Health Services are located nearby?

Francophones in Durham often choose to access other FLHS nearby within the City of Toronto.

Bendale Acres Long-Term Care Home

Long-term care with 37 beds prioritized for Francophones

📍 2920 Lawrence Avenue East, Scarborough

TAIBU Community Health Centre

Community Health Centre offering primary care, health promotion and community services in French.

📍 27 Tapscott Road, Unit #1, Scarborough

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 Durham?

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 Durham?



89%

OF HSPs IN DURHAM IDENTIFY FRANCOPHONE CLIENTS



95%

OF HSPs CAPTURE CLIENT SATISFACTION REGARDING FLHS

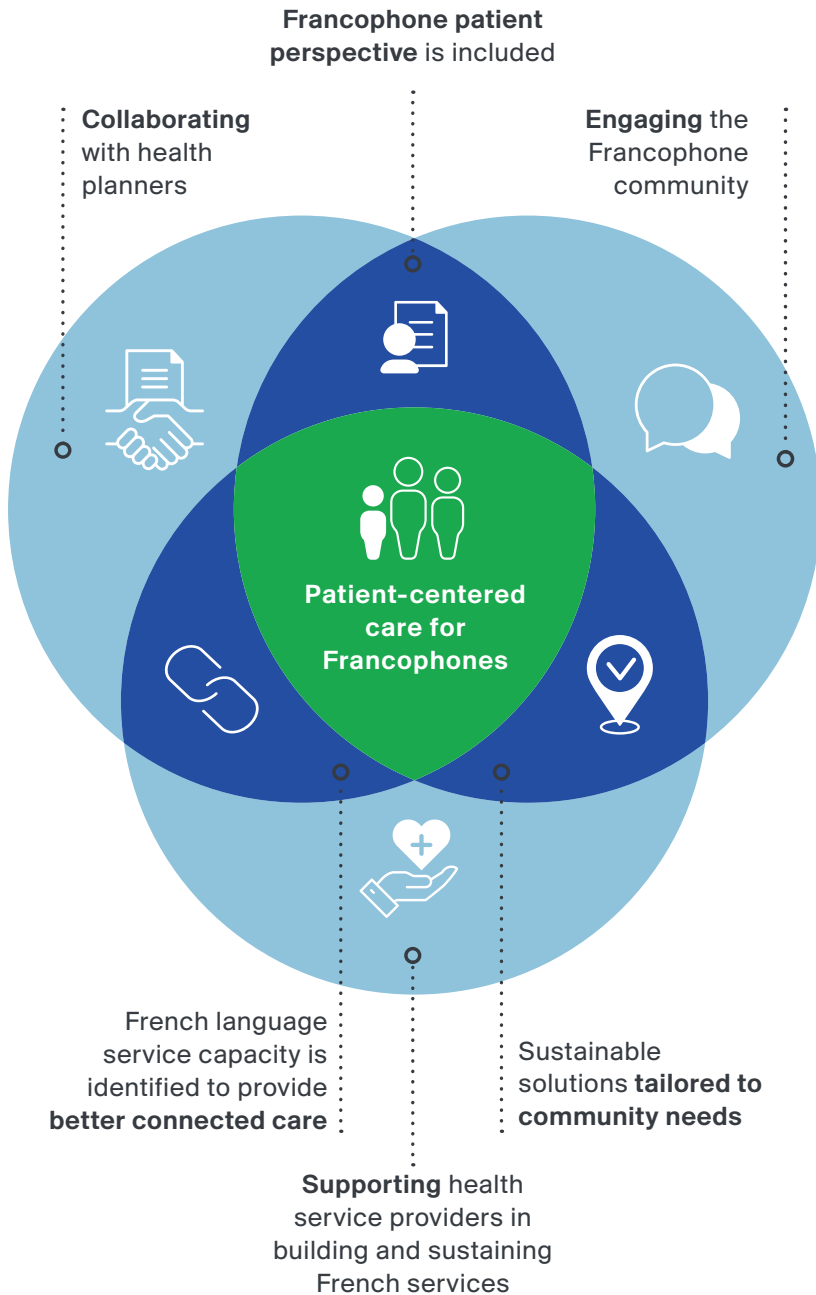


107

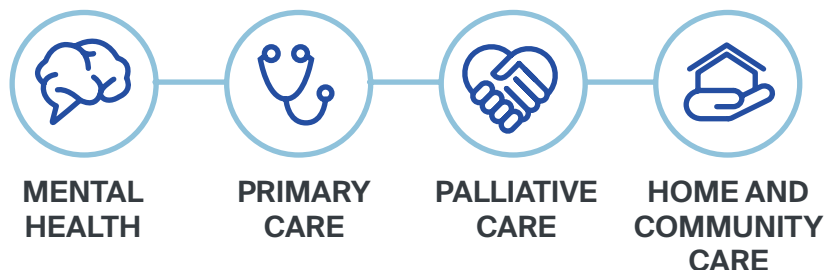
STAFF ACROSS HSPs REPORTED 'ADVANCED MINUS' TO 'SUPERIOR' FRENCH LANGUAGE PROFICIENCY

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.

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