

Ontario Health Teams: Providing Connected Care for Francophones in **Peterborough City and County**

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 - Peterborough, launching in the fall of 2019, connects key health and community service stakeholders to discuss health care needs and priorities and identify solutions.

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

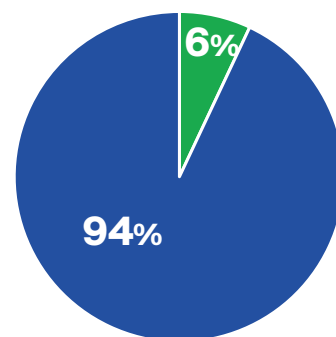
What do you need to know about the Francophone community in Peterborough City and County?

As the fastest growing community in Canada, the Peterborough census metropolitan area can expect to see changes across community health needs.

Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

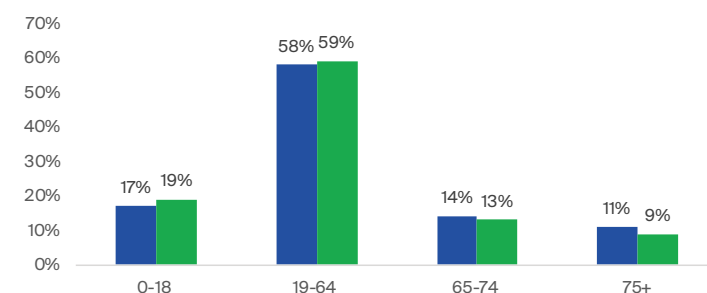
FRANCOPHONE POPULATION IN PETERBOROUGH CITY AND COUNTY

NOT A VISIBLE MINORITY
VISIBLE MINORITY



POPULATION AGE RANGE FOR PETERBOROUGH CITY AND COUNTY

FRANCOPHONE POPULATION
GENERAL POPULATION



1,890 = 1.40%

**FRANCOPHONES
LIVE IN
PETERBOROUGH
CITY AND COUNTY¹**

**OF THE
POPULATION**



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

Does the Ontario Health Team for Peterborough City and County serve a designated area?

Although none of **26 designated areas across Ontario** fall within Peterborough City and County, the area lies in close proximity to Durham Region which is home to 13,355 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.

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

Canadian Mental Health Association Durham

With Entité 4's support, CMHA Durham obtained funding to hire a French speaking outreach worker. The CMHA Durham outreach worker provides services throughout the Central East region, including workshops in Peterborough.



THE FRANCOPHONE
OUTREACH WORKER
FOR CMHA DURHAM
FACILITATED
**32 FRENCH
LANGUAGE
WORKSHOPS IN
2018/2019.**



CMHA DURHAM
OUTREACH AND HEALTH
PROMOTION EFFORTS
REACHED
**MORE THAN 525
FRANCOPHONES.**

What other French Language Health Services are located nearby?

Francophones in Peterborough City and County often choose to access other FLHS within Durham Region and the Greater Toronto Area.

Alzheimer Society of Durham

Support, information and education for individuals living with mild cognitive impairment or dementia and their care partners.

📍 1600 Champlain Avenue, Suite 202, Whitby

Carea Community Health Centre

Community health centre offering health promotion workshops in French.

📍 Locations in Oshawa, Ajax, Whitby and Pickering

Centre d'Accueil Héritage

Adult day programming for Francophone seniors in the Oshawa area offered three days per week.

📍 384 Hillside Avenue, Oshawa

Bendale Acres Long-Term Care Home

Long-term care with 37 beds prioritized for Francophones

📍 2920 Lawrence Avenue East, 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 Peterborough City and County?

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**

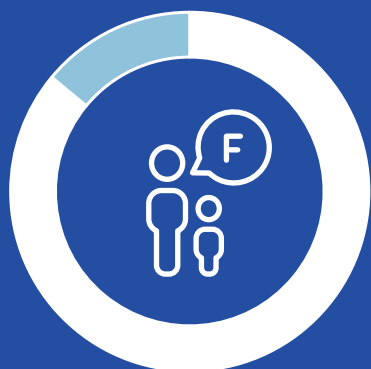


↓
**TREATMENT
COMPLIANCE**



↓
**PATIENT
SATISFACTION**

What have we heard from HSPs about French Language Health Services (FLHS) in Peterborough City and County?



86%

OF HSPs IN
PETERBOROUGH CITY
AND COUNTY IDENTIFY
FRANCOPHONE CLIENTS



97%

OF HSPs CAPTURE
CLIENT SATISFACTION
REGARDING FLHS

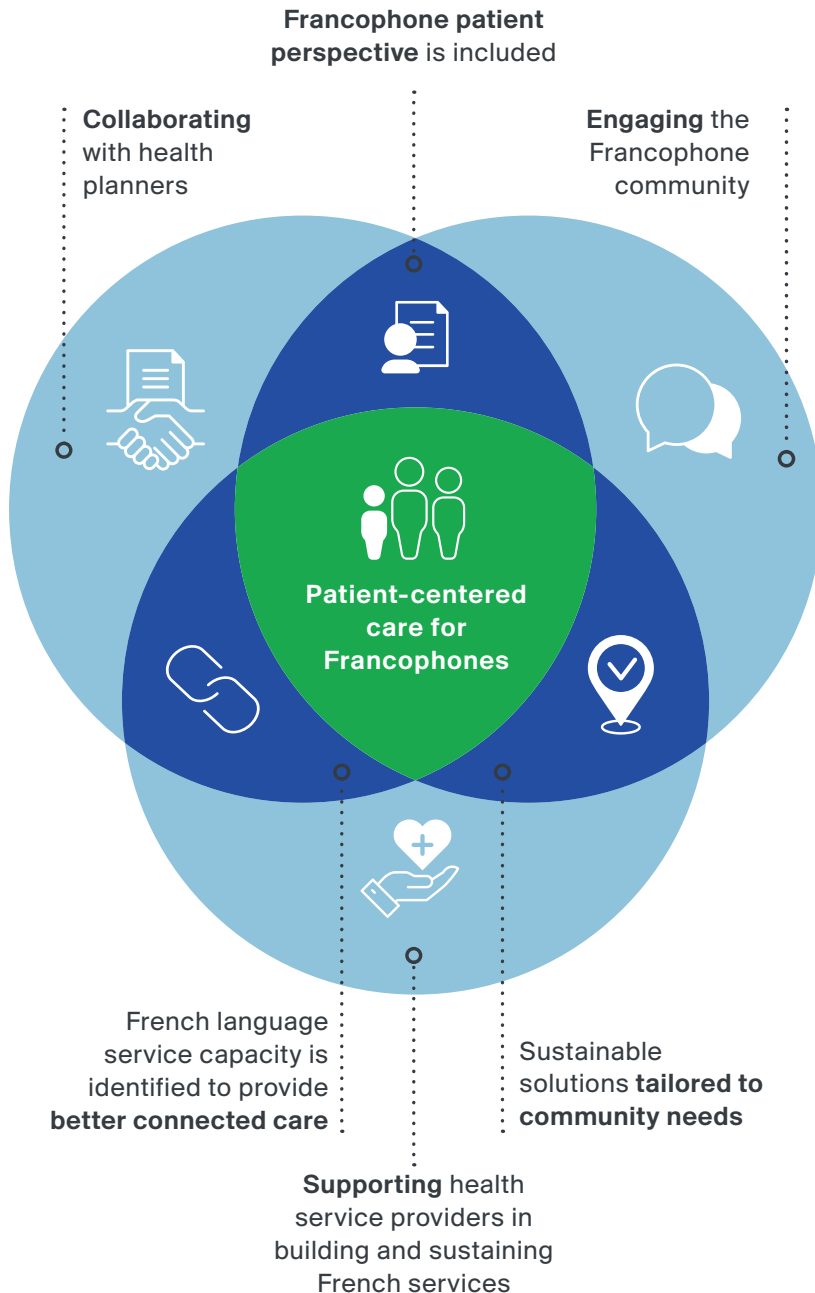


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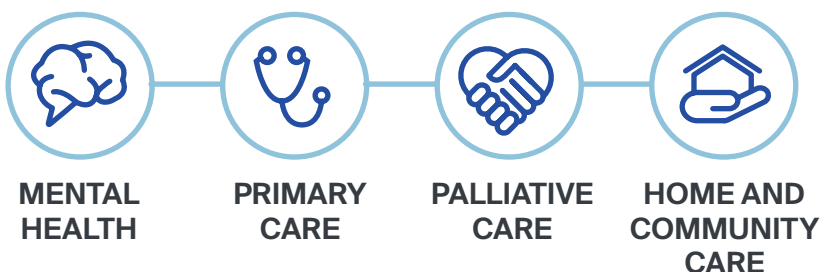
STAFF ACROSS HSPs
REPORTED 'ADVANCED
MINUS' TO 'SUPERIOR'
FRENCH LANGUAGE
PROFICIENCY

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^{MD}

Engager • Collaborer • Réaliser

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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Funded by:

Ontario