

Ontario Health Teams: Providing Connected Care for Francophones in Scarborough



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:

- **Coalition for Healthy Francophone Communities in Scarborough**
- **Comité Francophone de Scarborough**

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 Scarborough?

The rich diversity in the Francophone populations served by Entité 4 in Scarborough 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.

9,565 = 1.62%

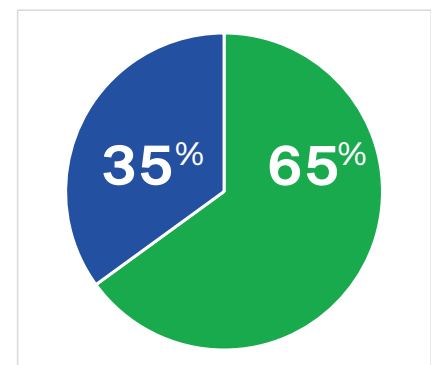
FRANCOPHONES LIVE IN SCARBOROUGH¹ OF THE POPULATION



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

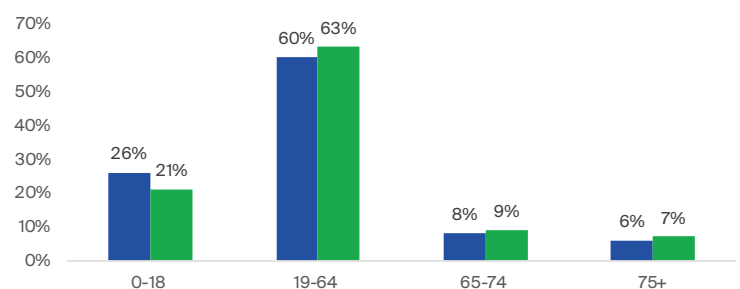
FRANCOPHONE POPULATION IN SCARBOROUGH

NOT AVISIBLE MINORITY
VISIBLE MINORITY



POPULATION AGE RANGE FOR SCARBOROUGH

FRANCOPHONE POPULATION
GENERAL POPULATION



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

The City of Toronto, including Scarborough, is one of **26 designated areas across Ontario**.

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 Scarborough:

- TAIBU Community Health Centre
- Bendale Acres Long-Term Care Home

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

TAIBU Community Health Centre

TAIBU CHC offers health promotion programs and primary care services to Francophones living in Scarborough. Entité 4 continues to support TAIBU CHC in their efforts to expand French Language Services capacity.



350 FRANCOPHONE PATIENTS ARE ABLE TO ACCESS FRENCH LANGUAGE PRIMARY CARE SERVICES.



OUTREACH AND HEALTH PROMOTION EFFORTS AT TAIBU CHC REACHED **MORE THAN 1,200 INDIVIDUALS**.

Bendale Acres Long-Term Care Home

Long-term care home identified for FLS with 37 beds prioritized for Francophones in the Pavillon Omer Deslauriers. All services are available in French in the Pavillon.

What other French Language Health Services are located nearby?

Francophones in Scarborough often choose to access other FLHS within the City of Toronto or in Durham Region.

Centre francophone de Toronto

Multi-sectoral services including primary health care services, mental health counselling, health promotion activities

📍 555 Richmond Street West, Toronto

📍 5 Fairview Mall Drive, Suite 280, North York

Centres d’Accueil Héritage

Home and community care services, adult day programs and supportive housing

📍 33 Hahn Place, Toronto

Canadian Mental Health Association Durham

Community mental health agency with a French language outreach worker

📍 60 Bond Street West, Oshawa

Toronto North Support Services

Community mental health agency with bilingual case managers, outreach workers and a clinician

📍 132 Railside Road, North York

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 Scarborough?

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 Scarborough?



77%

OF HSPs IN SCARBOROUGH IDENTIFY FRANCOPHONE CLIENTS



84%

OF HSPs CAPTURE CLIENT SATISFACTION REGARDING FLHS

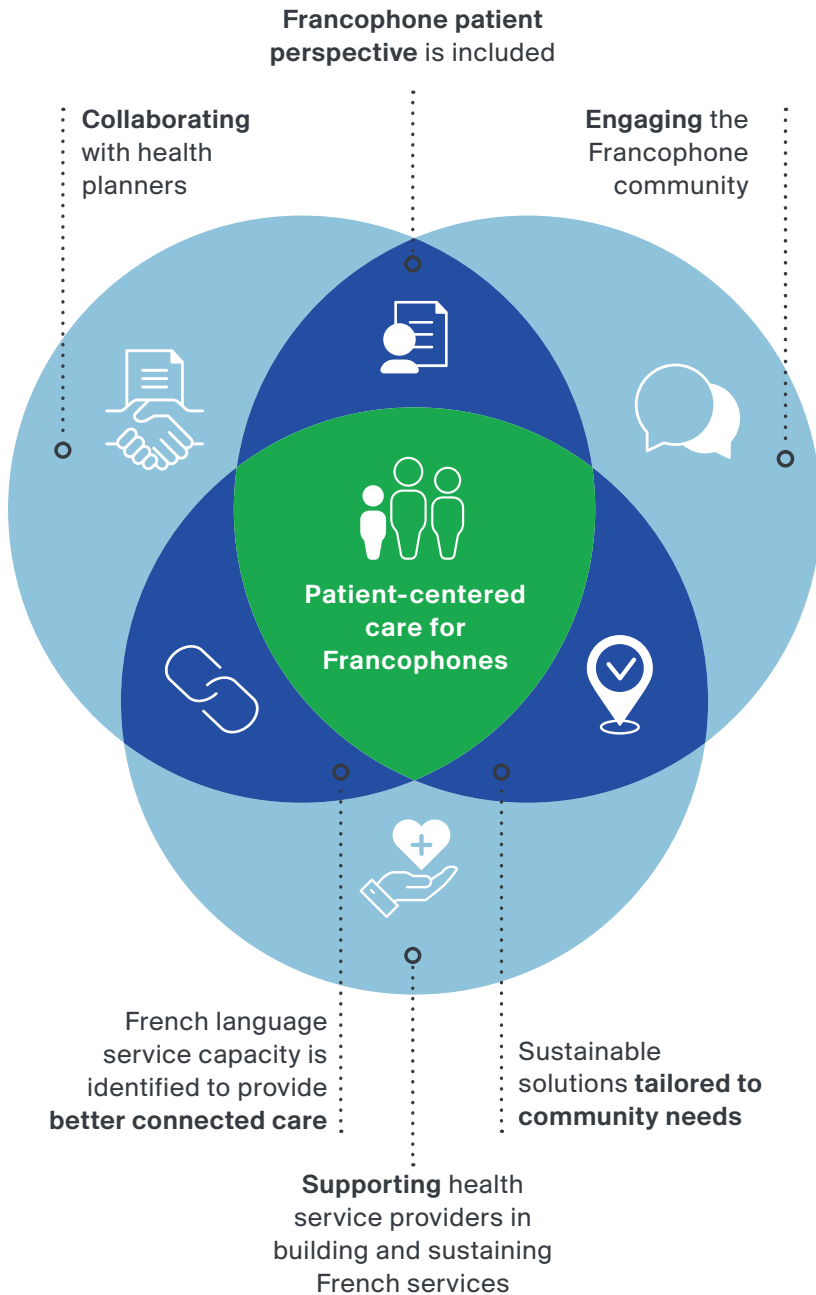


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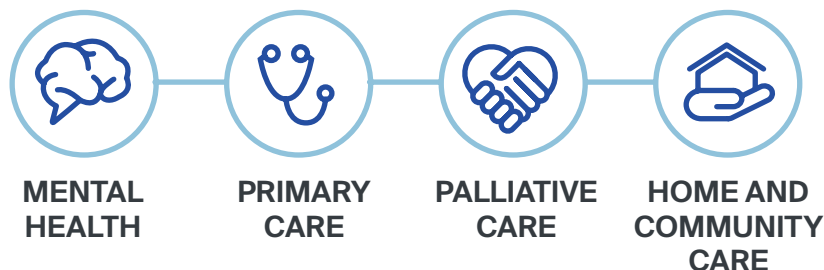
STAFF ACROSS HSPs REPORTED 'ADVANCED MINUS' TO 'SUPERIOR' FRENCH LANGUAGE PROFICIENCY

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.

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