

# Ontario Health Teams: Providing Connected Care for Francophones in Western York Region

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:

**AFRY - Association des francophones de la région de York** supports Francophone families living in York Region by enhancing community connections.

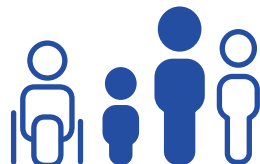
### What do you need to know about the Francophone community in Western York Region?

The rich diversity in the Francophone populations served by Entité 4 in Western York Region 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.

**8,000 = 1.63%**

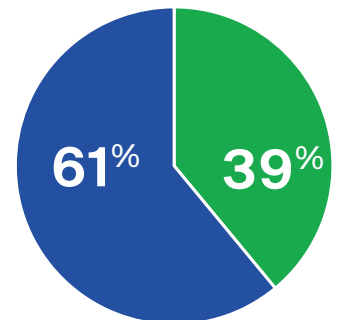
**FRANCOPHONES LIVE IN WESTERN YORK REGION<sup>1</sup> OF THE POPULATION**



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

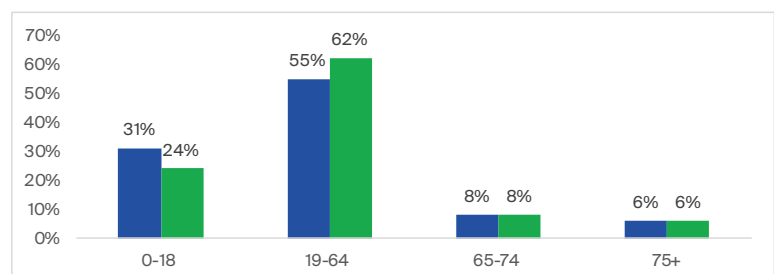
### FRANCOPHONE POPULATION IN WESTERN YORK REGION

NOT A VISIBLE MINORITY  
VISIBLE MINORITY



### POPULATION AGE RANGE FOR WESTERN YORK REGION

FRANCOPHONE POPULATION  
GENERAL POPULATION



## Does the Ontario Health Team for Western York Region serve a designated area?

Two of the **26 designated areas across Ontario** are in close proximity to Western York Region, 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

## York Support Services Network

In 2018/2019, with Entité 4's support, York Support Services Network hired a bilingual Mental Health Case Manager. The position also supports Francoophone community outreach and health promotion activities.



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

Francophones in Western York Region often choose to access other nearby FLHS within the City of Toronto.

### Black Creek Community Health Centre

Community Health Centre with interprofessional care team, which includes a bilingual patient navigator, a community health worker and nurses

📍 2202 Jane St, Unit 5, North York

📍 1 York Gate Blvd., Suite 202, North York

### 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

### Bendale Acres Long-Term Care Home

Long-term care with 37 beds prioritized for Francophones

📍 2920 Lawrence Avenue East, Scarborough

### 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 Western York Region?

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 Western York Region?



**81%**

OF HSPs IN WESTERN YORK REGION IDENTIFY FRANCOPHONE CLIENTS



**86%**

OF HSPs CAPTURE CLIENT SATISFACTION REGARDING FLHS

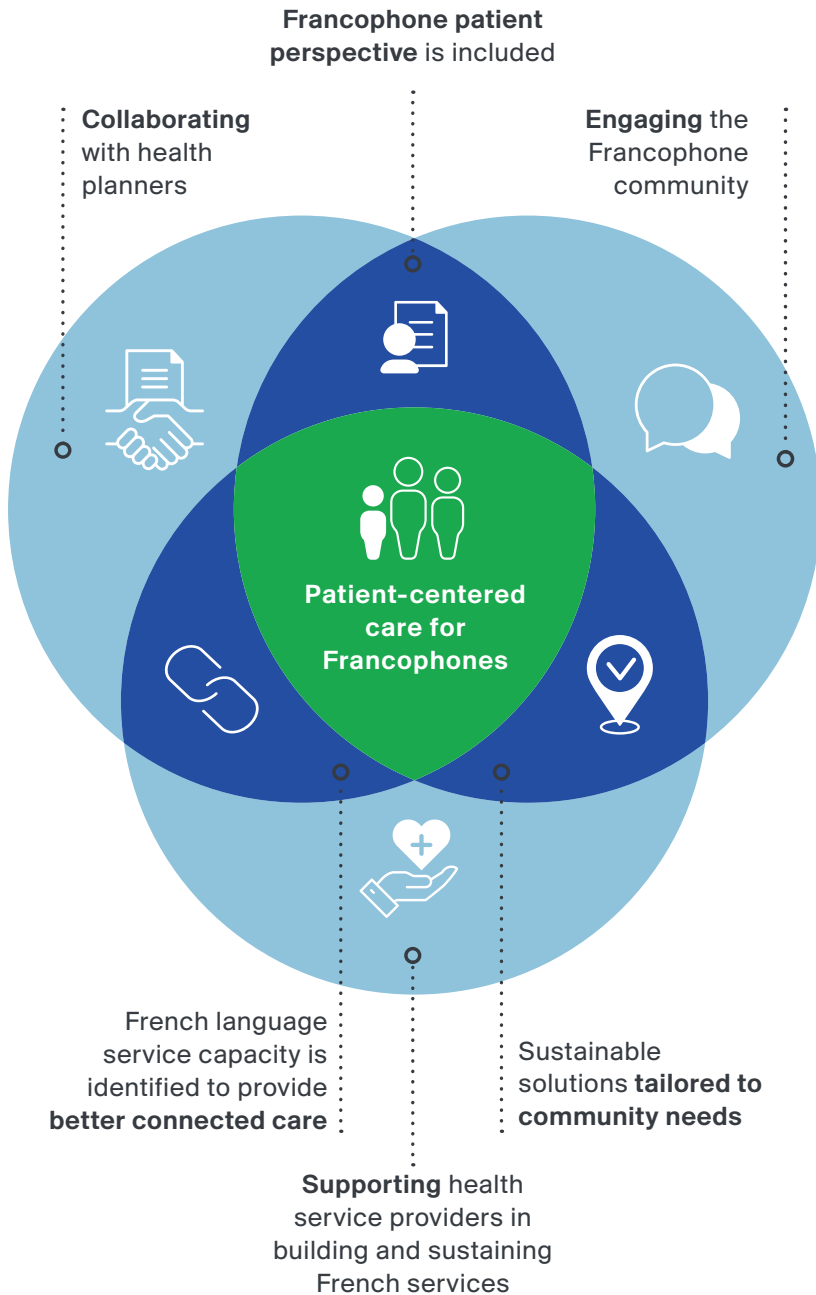


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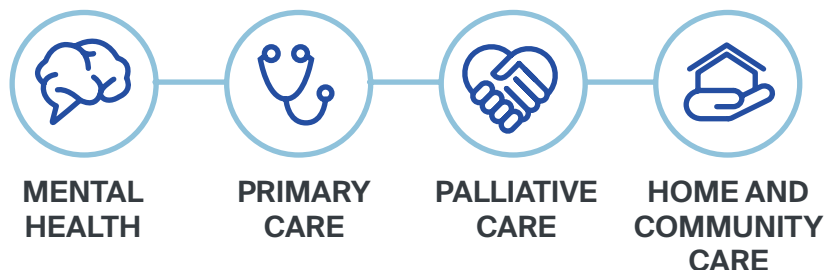
STAFF ACROSS HSPs REPORTED 'ADVANCED MINUS' TO 'SUPERIOR' FRENCH LANGUAGE PROFICIENCY

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:  
[info@entite4.ca](mailto:info@entite4.ca)  
 1-855-726-8882  
[entite4.ca](http://entite4.ca)

