

**IMPROVING ACCESS TO HIGH-QUALITY LONG-TERM CARE
SERVICES FOR FRANCOPHONES**

*The Pavillon Omer Deslauriers at Bendale Acres Long-Term Care Home
Becomes the First Municipally Run Long-Term Care Home to
achieve Designation for French Language Services*

TORONTO, ON, September 2, 2021 – Over the last two years, Entité 4 has collaborated closely with Bendale Acres Long-Term Care Home, the City of Toronto, the Ministry of Francophone Affairs, the Ministry of Health and Ontario Health (East) to support the partial designation of Bendale Acres Long-Term Care Home for French language services within its Pavillon Omer Deslauriers unit.

The close cooperation resulted in an amendment to the *French Language Services Act* that expanded eligibility for designation to include municipally led and jointly run long-term care homes.

"The designation of Bendale Acres represents an important step forward in expanding access to French-language health care services in Ontario," said Caroline Mulroney, Minister of Francophone Affairs. "Thanks to both community and government efforts, municipal and joint long-term care homes can now be designated under the French Language Services Act and Francophones will now have better access to comfortable places to live with the support they need in French."

"The City of Toronto is committed to providing the highest quality of care and services in all of its long-term care homes; through innovation, teamwork, customer satisfaction and best practice," said Mayor John Tory. "The designation of Bendale Acres Long-Term Care Home's Pavillon Omer DesLauriers French language unit reflects this commitment to our Francophone residents. Thank you to the Entité 4, Ministry of Francophone Affairs, Ministry of Health and Ontario Health (East) and the staff and volunteers at Bendale Acres, and specifically the Pavillon Omer Deslauriers unit for your contributions in providing better service for Francophone seniors in long-term care. "

"Designation is a recognition, by the Ontario government, of an organization's commitment to the Francophone community they serve," says Narjiss Lazrak, Board Chair at Entité 4. "It is a promise to build and maintain high-quality French Language Services. We congratulate the team





at Bendale Acres Long-Term Care Home for their dedication to enhancing patient outcomes for Francophones by reducing language barriers.”

“With partners such as Bendale Acres, we are building a continuum of care to support Francophones throughout their lifetime. The ability to access long-term care in a person’s official language of choice not only helps create a sense of home, but it also provides physical and mental health benefits as well, says Lisa Gotell, Executive Director at Entité4.”

With a mandate to improve access to French Language Health Services, Entité 4 provides guidance and support to health service providers throughout the designation process.

-30-

Media Contact:

Boni Kadio

Communications and Community Liaison Officer

905.726.8882

CELL : 613.413.7731

b.kadio@entite4.ca

City of Toronto Media Relations

media@toronto.ca



Entité 4 ^{MD}

Engager • Collaborer • Réaliser