

## Improving access to French Language Services and building sustainable solutions

Ontario's French Language Health Planning Entities (FLHPEs) are delivering real improvements for Francophone patients and their families.

### **FLHPEs understand the needs of their Francophone communities**

- FLHPEs involve the community in planning health services leading to sustainable solutions by drawing on local knowledge and diverse perspectives

### **FLHPEs inform the planning of health services**

- FLHPEs provide feedback on how provincial strategies should be developed and applied to better meet the needs of Francophone patients
- FLHPEs and the OZi online portal track French Language Health Services offered by Ontario's health service providers, enabling effective coordination and alignment of care

### **FLHPEs work closely with health service providers to develop health services in French**

- FLHPEs work closely with Community Health Centres, Long-Term Care Homes, Hospitals, Community Mental Health Services, Home Care and Community Care service providers and health professionals to develop new French language health care services and health promotion activities

### **FLHPEs guide and support health service providers in developing their French language services and reaching their Francophone clients**

- FLHPEs raise awareness among health service providers about the importance of actively offering health services in French through various workshops and training opportunities
- FLHPEs work with health service providers throughout the designation process under the French Language Services Act to ensure sustainability of services



Ontario's French Language Health Planning Entities:  
**Building patient centred care for Francophones**

