

Improving Access to Health Services for Francophones



The North Simcoe Muskoka Community Care Access Centre (NSM CCAC), *Entité 4* and the NSM Local Health Integration Network (LHIN) partnered in the creation of a French Language Library to enhance access to local health and social services offered in French. It is estimated that over 12,245 Francophones live in North Simcoe Muskoka and needs expressed from the Francophone community informed the development of this resource to provide an accurate service directory that is easy for healthcare professionals and the broader public to browse, and supports referrals to French language services for Francophone population.

Anyone can access the French Language Library through www.nsmhealthline.ca, or by calling 310-2222 (no area code required) to speak with an information and referral specialist in French. This free public service is available 7 days a week, 365 days a year. For those searching www.nsmhealthline.ca online, the **Fr** icon now appears next to an organization that offers programs and services in the French language.

“Part of the NSM CCAC’s care mandate is to provide the public with information on community-based services, long-term care homes and related health and social services. Last year, close to 30,000 calls were handled by Information and Referral Specialists to connect people to community services. Enhancing the nsmhealthline with the French Language Library will support better access to information on quality services offered in the French language.”

- Barry Monaghan, Interim CEO, NSM CCAC

“Many Francophones in North Simcoe Muskoka feel lost and apprehensive when browsing and searching for French Language health services. This new feature on the North Simcoe Muskoka Healthline will answer a need expressed by the Francophone community to easily and quickly find a service or program offered in French.”

- Estelle Duchon, Executive Director at Entité 4

“Whether it is primary care, mental health services, seniors programs, or care for chronic conditions such as diabetes, the Library will help facilitate health service provider awareness of available French language health services in North Simcoe Muskoka.”

- Jill Tettmann, CEO, NSM LHIN

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About nsmhealthline.ca

The North Simcoe Muskoka Healthline is an innovative website hosted by the NSM CCAC. Developed in 2012, this information and referral resource puts up-to-date information on health and social service programs at the public's fingertips. Close to 3,500 services across the North Simcoe Muskoka region are profiled and can be searched by topic or community and 723 services are listed in the French language.

To find health and community services across Ontario, you can search by postal code or the name of your community at www.thehealthline.ca.

About Entité 4

Entité 4's mandate is to make recommendations to the Central, Central East and North Simcoe Muskoka LHINs to improve access to quality health services in French for the Francophone community in these areas.

