



French-speaking seniors now have priority access to beds at *Pavillon Omer Deslauriers* in Scarborough

Priority level given to eligible francophone seniors wishing to be admitted into Bendale Acres' French language services unit.

Aurora, Ontario (June 3, 2013) - *Bendale Acres*, a 302-bed long-term care (LTC) home, includes a French language services unit of 37 beds named *Pavillon Omer Deslauriers*. In an effort to fully utilize these services intended for francophone seniors, eligible applications from this group will be given priority for admission to the *Pavillon*.

As of June 3, 2013, the Central East Community Care Access Centre (CCAC) the organization mandated to determine eligibility, authorize admissions and manage wait lists for LTC homes in the *Central East LHIN* region, will give priority to francophone seniors who are eligible for long-term care and apply to Bendale Acres. Staff at the *Pavillon Omer Deslauriers* unit can speak both official languages and are able to provide care for residents in their language of choice.

These applications will be classified on the waiting list as *Category 3* which is assigned to applicants with religious, ethnic or linguistic origins under the *Long-Term Care Homes Act, 2007*.

New applications for admission to the Bendale Acres - *Pavillon Omer Deslauriers* must be completed by a Community Care Access Centre in Ontario and submitted to Central East CCAC. For further information contact your local CCAC.



Bilinguistaff at Pavillon Omer Deslauriers, a francophone resident (centre) and Sylvie Lavoie of the H el ene Tremblay-Lavoie Foundation (seated on the right)

June 3, 2013 marks a mile stone in providing francophone seniors with linguistically and culturally appropriate long-term care services. Often, as people age, their ability to speak a second language deteriorates. Not being able to communicate concerns, answer questions clearly and understand treatment options can be frustrating and even dangerous – leading to misdiagnosis or causing patients to act out.

This achievement can be attributed to the determination and collaboration of a number of organizations: Central East CCAC, Central East LHIN, Bendale Acres Long-Term Care Home, H el ene Tremblay-Lavoie Foundation and Entit  4. The partnering organizations are confident that the new measures implemented will help maximize services available at the Pavillon. This result is only the first step towards the realization of an action plan which Reflet Salv eo, the CCACs and LHINs of the Greater Toronto Area also endorsed, with one ultimate goal: that all 37 beds at

Pavillon Omer Deslauriers be occupied by francophone seniors.

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