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# Access to Long-Term Care in French in the Champlain Region **Update**

October 2022



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## Background

In March 2020, the French Language Health Services Network of Eastern Ontario (le Réseau) published a report on access to long-term care homes (LTCHs) for Francophones in the Champlain region (RSSFE, 2020). The Ministry ratio for estimating the number of long-term care beds required was applied to the Francophone population to determine the number of beds needed for Francophones based on the local Francophone population. LTCH designation status and number of French-speaking employees were then used to calculate the approximate number of residents who could receive French language services. A dozen recommendations were made to the Champlain Local Health Integration Network (LHIN).

Since then, a number of bed development and modernization projects and LTCH relocations have been announced, including projects in the Champlain region. This has made it necessary to revisit some recommendations to take account of these changes. The following recommendations in the 2020 report need to be reviewed:

Recommendation 8: That Carlingview Manor be identified and given three years to submit a designation plan under the *French Language Services Act (FLSA)*.

Recommendation 10: That Granite Ridge Care Community be identified and given three years to submit a designation plan under the *FLSA*.

The complete list of recommendations from the initial report and the updates are available in Appendix 1. All the recommendations are based on the local areas in the Champlain region for consistency with the initial report. In addition, as the recommendations will be presented to Ontario Health East, which is now also responsible for the South East region, this region is included in the update.

*The numbers of beds for Francophones included in the initial report and this update are estimates based on the bilingual human resources in place at the time of the analysis. They do not represent either beds reserved for Francophones or the actual number of Francophones in each home.*

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## Updated Recommendations

### *Eastern Champlain/Eastern Ottawa*

Champlain Long Term Care Residence, located in L'Original, will be relocated to Orléans in the next few years. The new building is currently called DTOC II Orléans. Note that Champlain Long Term Care Residence is fully designated to provide French language services and that its relocation will affect the number of beds for Francophones in Eastern Champlain. Furthermore, it will be important to ensure that the existing designation remains in place following this relocation, that French language services continue to be available in the new location, and that the agency complete its statement of compliance under the *French Language Services Act (FLSA)*.

### Added Recommendation

Recommendation 2b: That the new DTOC II long-term care home in Orléans submit a statement of compliance under the FLSA no later than one year after opening.

### *Ottawa*

In the coming years, several Ottawa LTCHs will be relocated, including moving some to other parts of the city. The following recommendations must therefore be revisited:

Recommendation 8: That Carlingview Manor be identified and given three years to submit a designation plan under the *French Language Services Act (FLSA)*.

Recommendation 10: That Granite Ridge Care Community be identified and given three years to submit a designation plan under the *FLSA*.

### *Central Ottawa*

Updating the data for Central Ottawa yields the following findings:

- The number of beds needed for Francophones in Central Ottawa was calculated at 485 (based on the number of Francophone residents 85 and over in this local area).
- The recommendation that Carlingview Manor be identified is no longer relevant as this home will be relocating to Orléans in the next few years.

- The recommendation that St. Patrick's Home of Ottawa be identified is still relevant.
- The recommendation that the Specialized Behavioural Support Unit of the Perley and Rideau Veterans' Health Centre be designated is still relevant as this is a unique program.

With the identification and designation of St. Patrick's Home and the designation of the Perley and Rideau Veterans' Health Centre, the number of beds for Francophones in Central Ottawa would come to 297, including the 60 beds at Élisabeth Bruyère Residence, the 160 beds at Centre d'accueil Champlain, the 20 beds at Perley and Rideau Veterans' Health Centre and the 57 at St. Patrick's Home. The addition of 57 beds notwithstanding, there is still a shortage of 188 beds for Francophones, as the objective is 485 beds. It is therefore essential to propose additional identifications for Central Ottawa.

Analysis of each of the homes' potential to accommodate Francophone residents and current Francophone clients reveals which homes could be identified. Potential is calculated using the following formula: 9 employees can provide service in French most of the time to 12 residents (Gestalt Collective, 2016). Table 1 presents the relevant information on the LTCHs considered.

Table 1: LTCHs in Central Ottawa and their potential to accommodate Francophone residents

Name of Long-Term Care Home	No. of Francophone clients by home/ total no. of residents (%)*	No. of employees able to offer French language services by Ontario Government proficiency level (a minimum of A- is needed)*	Potential to accommodate Francophone residents based on staffing
Perley and Rideau Veterans' Health Centre Already identified for a 20-bed specialized unit, has a licence for 430 additional beds	Available only for the specialized unit	Available only for the specialized unit	Unknown
Extendicare Medex	8/193 (4.15%)	14 employees	19 beds
Extendicare New Orchard Lodge	12/111 (10.8%)	16 employees	21 beds
Extendicare Starwood	6/172 (3.5%)	29 employees	39 beds
Garry J. Armstrong	24/248 (9.7%)	31 employees	41 beds

Carleton Lodge	6/199 (3%)	9 employees	12 beds
Salvation Army	No data submitted		
Schlegel Villages	New facility		

\*Data from the French Language Health Services Database (FLHSD, 2022)

With the objective of remedying the shortage of 188 beds for Francophones in Central Ottawa in the near future, it is recommended that Extendicare New Orchard Lodge and the Garry J. Armstrong Home be identified. As Table 1 shows, about 10% of the residents in each of these homes are Francophones, which is a higher percentage than other homes in this area. Furthermore, both homes have many staff members able to offer French language services.

Identifying Schlegel Villages should also be considered. First, this project is associated with the Ottawa Hospital, which is already partially designated. In addition, the identifications mentioned above do not fully address the need for beds for Francophones. This new long-term care home could help reduce the shortage of 126 beds for Francophones in Central Ottawa.

### New Recommendations

Recommendation 8a: That the Garry J. Armstrong Home be identified and that it be given three years to submit a plan for designation under the *French Language Services Act*.

Recommendation 8b: That Extendicare New Orchard Lodge be identified and that it be given three years from its opening to submit a plan for designation under the *French Language Services Act*.

Recommendation 8c: That the new Schlegel Villages home be identified and that it be given three years from its opening to submit a plan for designation under the *French Language Services Act*.

### ***Western Ottawa***

Updating the data for Western Ottawa yields the following findings:

- The number of beds needed for Francophones in Western Ottawa was calculated at 83 (based on the number of Francophone residents 75 and over in this local area).
- The recommendation that Carlingview Manor be identified is no longer relevant as this home will be moving to Orléans in the next few years.
- Extendicare West End Villa will be moving to Stittsville, where Granite Ridge Care Community is also located. The data for these two homes appear at the top of Table 2.
- Geographic location is an important consideration for people moving to a LTCH and their families. It is therefore important to select a home closer to downtown but still in Western Ottawa for identification to allow Francophone residents to stay close to home. As the majority of homes are located in Kanata or Stittsville, the options are Peter D. Clark Centre and Longfields Manor. The data for these homes appear at the bottom of Table 2.

Table 2: LTCHs in Western Ottawa and their potential to accommodate Francophone residents

Name of Long-Term Care Home	No. of Francophone clients by home/ total no. of residents (%)*	No. of employees able to offer French language services by Ontario Government proficiency level (a minimum of A- is needed)*	Potential to accommodate Francophone residents based on staffing	Area
Extendicare West End Villa	8/138 (6%)	71 employees	95 beds	Stittsville
Granite Ridge Care Community	6/224 (3%)	46 employees	61 beds	
Peter D. Clark Centre	13/258 (5%)	21 employees	28 beds	Nepean
Longfields Manor	5/164 (3%)	6 employees	8 beds	

\* Data from the French Language Health Services Database (FLHSD, 2022)

Based on the data at the top of Table 2, it is preferable to retain the recommendation that Extendicare West End Villa be identified rather than Granite Ridge as both capacity and the number of Francophone clients are greater at Extendicare West End Villa. Similarly, it is preferable to recommend the designation of the Peter D. Clark Centre as it reports having more employees able to offer French language services and thus has more potential beds for Francophones in addition to having a larger number of existing Francophone clients.

## Recommendation Retained

Recommendation 9: That Extendicare West End Villa be identified and be given three years to submit a designation plan under the *FLSA*.

## New Recommendation

Recommendation 10: That the Peter D. Clark Centre be identified and be given three years to submit a designation plan under the *FLSA*.

## South East Region

In the South East, the only designated area is the City of Kingston. The recommendations thus deal only with LTCHs in this area. Only one LTCH is currently identified. The City of Kingston has 5765 Francophone residents, which represents 4.2% of the population. 420 of these Francophone residents are 75 and over. The LTCHs located in Kingston are shown in Table 3.

Table 3: Current and potential capacity of long-term care providers in Kingston

<i>Local area served</i>	<i>Service provider</i>	<i>FLS provision continuum category (D, I or NI*)</i>	<i>Total number of beds (including government announcements)</i>	<i>Number of beds able to offer French language services</i>	<i>Number of potential beds</i>
Kingston	Providence Manor	I	320		36
	Extendicare Kingston	NI	192		
	Rideaucrest Home	NI	170		
	Trillium Retirement and Care Community	NI	190		
<b>Total</b>			<b>872</b>	<b>0</b>	<b>36</b>

\*Legend: D - designated; I - identified; NI - non-identified

Providence Manor was identified to offer French language services under the *FLSA* when the region was first designated, in 2009. Since then, the agency has initiated the process of developing a designation plan, but it is not yet finished. As the agency has not submitted its annual French language services report for 2021-2022, the number of potential beds for

Francophones is based on the number of beds required and not Providence Manor's current capacity.

## Recommendation

Recommendation 13: That Providence Manor submit a designation plan that meets the 20 requirements by September 30, 2023.

## Results

Table 4 provides an overview of bed availability in the Champlain region if all the recommendations are adopted and following implementation of the Ministry of Long-Term Care's new projects. The Ministry ratio is currently 85.7 long-term care beds per 1000 residents 75 and over. For detailed numbers, see Appendix 2.

Table 4: Long-term care beds in Ottawa following implementation of le Réseau's recommendations and the projects announced by the Ministry of Long-Term Care

	Eastern Champlain	Eastern Ottawa	Central Ottawa	Western Ottawa	Western Champlain	Champlain		Kingston	South East
1 – Surplus beds based on Ministry ratio for total population	+611	+1042	+764	+22	+463	+2901		-58	+1606
2 – Current ratio – beds per 1000 residents	130.7	195.5	112.2	87.3	127.7	123.7		80.3	126
3 – Beds needed for Francophones based on Ministry ratio*	497	270	485	83	58	1393		36	108
4 – Francophone beds following implementation of recommendations	624	615	485	123	12	1733		36	36
5 – Gap for Francophones	+127	+345	0	+40	-46	+340		0	-72



6 - Ratio – Beds per 1000 Francophone residents following implementation of recommendations	107.7	195.2	85.7	126.8	17.8	114.4		85.7	28.7
7 – Beds needed with implementation of the current ratio for all beds	757	616	635	85	86	2009		34	158
8 – Bed gap for Francophones	-133	-1	-150	+38	-74	-150		+2	-122

Line 5 indicates that for almost all local areas in Champlain, implementation of the recommendations would produce a surplus of beds for Francophones. However, if we compare lines 2 and 6, it becomes clear that in the majority of the local areas in Champlain, the bed ratio for Francophones is less than that for all beds. For Eastern Champlain, for example, although we find a surplus of 127 beds for Francophones, the ratio of 107.7 beds per 1000 Francophone residents is far below that for all residents, which is 130.7 beds per 1000 residents.

The only exception to this finding is the Western Ottawa local area. The number of Francophone beds shown in the recommendations is higher than the number of beds required. However, this is an estimate of the potential in homes which we have recommended be identified to offer French language services to their residents. This number is likely to change based on the bilingual human resources in place.

It must also be pointed out that the recommendations do not produce enough beds to provide the number of beds for Francophones needed in Western Champlain. This is explained by the fact that only the City of Pembroke and surrounding townships are designated under the *French Language Services Act*. However, the Francophones of Western Champlain are scattered across the entire local area (about 23% of the Francophones in Western Champlain live in the designated area of the County of Renfrew). The number of beds recommended must therefore be adjusted.

The same is true of the South East region. Since only the City of Kingston is a designated area, the recommendations deal only with LTCHs in Kingston based on the city's population.

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## Conclusion

Over the last two years, the Ministry of Long-Term Care has made several announcements on the addition of long-term care beds and the relocation of long-term care homes to new buildings. These announcements have led le Réseau to revisit the recommendations it made in the Report on Access to Long-Term Care in French in the Champlain Region (RSSFE, 2020).

Given the need to construct new facilities and the time needed to develop designation plans, implementation of these recommendations will be a lengthy process. However, if the recommendations in the initial report on access to long-term care in French and the changes proposed in this update are implemented, Francophones across the local areas of the Champlain and South East regions will have better access to long-term care beds adapted to their needs.

## Appendix 1: Initial Report Recommendations and Updated Recommendations

Note: The designation requirements have changed from 34 to 20 over the past year. For this reason, the updated recommendations refer to 20 requirements. In addition, as the timelines proposed in the original report have passed, a new timeline of September 30, 2023 is proposed.

Recommendations from the initial report	Updated and new recommendations
1. That Ontario's French Language Health Planning Entities undertake the development of a project to define the criteria required for the identification of a long-term care home's Francophone character for examination and approval by the Ministry of Long-Term Care.	⇒
2. Following clear criteria to identify long-term care organizations with a Francophone character, that Centre d'Accueil Roger-Séguin, Pinecrest Nursing Home and Champlain Residence be considered to receive a recognition of their Francophone character.	⇒ <b>New recommendation:</b> 2b. That the new DTOC II long-term care home in Orléans submit a statement of compliance under the FLSA no later than one year after opening.
3a. That Foyer St. Jacques LTCH submit a complete designation plan that meets the 34 requirements by April 30, 2021. b. That Foyer St-Viateur LTCH submit a complete designation plan that meets the 34 requirements by April 30, 2021. c. That Caressant Care Bourget submit a complete designation plan that meets the 34 requirements by April 30, 2021.	Completed  ⇒ 20 requirements/September 30, 2023  ⇒ 20 requirements/September 30, 2023
4. That local health authorities consider the recognition of the Francophone character of the Prescott and Russell Residence following the	⇒

implementation of clear criteria for cultural designation.	
5. That Madonna Care Community submit a complete designation plan that meets the 34 requirements by April 30, 2021.	⇒ 20 requirements/September 30, 2023
6. That the Perley and Rideau Veterans' Health Centre submit a complete designation plan for the Specialized Behavioural Support Unit that meets the 34 requirements by April 30, 2021.	⇒ 20 requirements/September 30, 2023
7. That St. Patrick's Home of Ottawa be identified and given three years to submit a designation plan under the <i>French Language Services Act</i> .	⇒
8. That Carlingview Manor be identified and given three years to submit a designation plan under the <i>French Language Services Act</i> .	<p><b>New recommendations :</b></p> <p>8a. That the Garry J. Armstrong Home be identified and that it be given three years to submit a plan for designation under the <i>French Language Services Act</i>.</p> <p>8b. That Extendicare New Orchard Lodge be identified and that it be given three years from its opening to submit a plan for designation under the <i>French Language Services Act</i>.</p> <p>8c. That the new Schlegel Villages home be identified and that it be given three years from its opening to submit a plan for designation under the <i>French Language Services Act</i>.</p>
9. That Extendicare West End Villa be identified and given three years to submit a designation plan under the <i>French Language Services Act</i> .	⇒
10. That Granite Ridge Care Community be identified and given three years to submit a designation plan under the <i>French Language Services Act</i> .	<p><b>Updated recommendation:</b></p> <p>10. That the Peter D. Clark Centre be identified and be given three years to submit a</p>

	designation plan under the <i>French Language Services Act</i> .
11 a. That Marianhill submit a complete designation plan that meets the 34 requirements by April 30, 2021.	⇒ 20 requirements/September 30, 2023
b. That a 12-bed section within one wing at Marianhill welcome all Francophone residents, except in circumstances where the resident require specialized care. Francophones should first be offered these 12 beds in order to ensure that the human resources assigned to this wing are used to their full capacity.	⇒
12 That French Language Health Planning Entities be consulted and involved in the process of allocating and redeveloping long-term care beds in their respective regions.	⇒
	13. That Providence Manor submit a designation plan that meets the 20 requirements by September 30, 2023.

Appendix 2 : Data on Populations, Ratios and Number of Long-Term Care Home Beds  
Required by Local Area

	Eastern Champlain	Eastern Ottawa	Central Ottawa	Western Ottawa	Western Champlain	Champlain		Kingston	South East
Total local area population aged 75 and over	13,585	9490	28,815	13,510	11,035	76,440		10,855	39,865
Number of beds required based on Ministry ratio	1164	813	2469	1158	946	6551		930	3416
Current beds (including additions and relocations announced by the Ministry)	1775	1855	3233	1180	1409	9452		872	5022
Surplus beds based on Ministry ratio for total population	+611	+1042	+764	+22	+463	+2901		-58	+1606
Current ratio – beds per 1000 residents (including Ministry announcements)	130.7	195.5	112.2	87.3	127.7	123.7		80.3	126
Francophone population aged 75 and over	5795	3150	5660	970	675	16,250		420	1255
Beds needed for Francophones based on Ministry ratio	497	270	485	83	58	1393		36	108
Francophone beds following implementation of recommendations	624	615	485	123	12	1733		36	36

Gap for Francophones	+127	+345	0	+40	-46	+340		0	-72
Ratio – Beds per 1000 Francophone residents following implementation of recommendations	107.7	195.2	85.7	126.8	17.8	114.4		85.7	28.7
Beds needed with implementation of the current ratio for all beds	757	616	635	85	86	2009		34	158
Gap in beds for Francophones	-133	-1	-150	38	-74	-150		+2	-122

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