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# Report on access to French- language Community Support Services

## Champlain and South-East Region

### Capacity Analysis

August 2023



## Context

The Réseau des services de santé en français de l'Est de l'Ontario (the Réseau) conducted a capacity analysis of French-language services in the Community Support Services (CSS) sector, an often-overlooked area of healthcare. To do this, the data was organized according to the providers who are members of Ontario Health Teams (OHTs) covering a designated region<sup>1</sup>, as well as each providers' levels of responsibility with regards to French language services. The data can then be used to identify service gaps in certain types of CSS offered by providers and make recommendations to address the gaps.

Each healthcare provider has a certain level of responsibility for providing health care services in French. A provider who has obtained a designation for all its services under the Government of Ontario's *French Language Services Act* is said to have achieved full designation. French-language services must therefore be guaranteed and offered on an ongoing basis in all programs and services. Designation can also be partial, when only a portion of a provider's services are designated. As for identified providers, they must develop a plan that will eventually lead to designation under the Government of Ontario's *French Language Services Act*. They must also provide French-language health services in accordance with their current capacity. Identification may also be partial, either for certain services or certain regions. Finally, non-identified providers represent all providers who are neither designated nor identified. They must develop a plan to meet the needs of the local Francophone community.<sup>2</sup>

## Methodology and Results

Table 1 shows the number of services offered by providers who are members of one of the six OHTs operating (partially or entirely) in a designated area in Champlain or the South-East. The data are organized by community support service type and level of responsibility. This table highlights gaps for certain types of CSS. For example, some types of CSS are not guaranteed to be offered on an ongoing basis (i.e., designated) by any of the partners of the six OHTs operating in the designated Champlain and South-East regions (these are listed as « 0 » in the "Total" column under "Designated" in Table 1). In addition, certain types of CSS are guaranteed to be offered permanently (i.e., designated), only once by the partners of the

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<sup>1</sup> Most of the Champlain region is designated with two exceptions:

- In the County of Renfrew, only the City of Pembroke and the townships of Stafford and Westmeath are designated.
- In the County of Dundas, only the Township of Winchester is designated.

<sup>2</sup> Ministry of Health and Long-Term Care. (2017). Guide to Requirements and Obligations Relating to French Language Health Services. Accessible at [https://www.health.gov.on.ca/en/public/programs/flhs/docs/Guide\\_to\\_FLHS\\_FINAL.pdf](https://www.health.gov.on.ca/en/public/programs/flhs/docs/Guide_to_FLHS_FINAL.pdf)

six OHTs operating in a designated Champlain and South-East region (see numbers 1 in the "Total" column under "Designated" in Table 1). These two examples lead to a list of nine types of community services that require special attention, as follows:

- Home Maintenance / Homemaking
- Personal Support / Independence Training
- Palliative Care
- Vision Rehabilitation Services
- Deaf, Deafened and Hard of Hearing Care Services
- ABI – Assisted Living Services
- ABI – Personal Support / Independence Training
- ABI – Day Services
- Community Support Initiatives – Support Service Training

Starting with this list of nine types of CSS, a more in-depth analysis of the providers offering the type of service in question was carried out to guide our recommendations. These aim to ensure the provision of services in accordance with the Government of Ontario's *French Language Services Act* and to improve access to French-language health services.

Table 1. Number of services offered by providers for six Ontario Health Teams covering a designated area in Champlain and the Southeast, by type of community support service and level of responsibility

Type of community support service	Ontario Health Teams															Total																
	Ottawa			Archipel			Ottawa West Four Rivers			Ottawa Valley			Great River						Frontenac, Lennox & Addington													
	<div style="border: 1px solid black; padding: 5px; display: inline-block;">                     Legend                      D-Designated                      I-Identified                      NI-Non-identified                 </div>																		Number of community support services offered by partners of the OTH by level of responsibility													
	D	I	NI	D	I	NI	D	I	NI	D	I	NI	D	I	NI	D	I	NI	D	I	NI											
Health Promotion and Education (Palliative Care)	1	0	0	1	0	0	1	0	0	0	1	1	0	0	0	0	0	0	<b>3</b>	<b>1</b>	<b>1</b>											
Health Promotion and Education (general et geriatrics)	0	0	2	3	0	1	0	0	1	0	0	1	1	0	0	0	1	0	<b>4</b>	<b>1</b>	<b>5</b>											
Information, Referral and Coordination	1	1	9	2	0	1	0	1	7	0	0	4	0	0	1	0	3	0	<b>3</b>	<b>5</b>	<b>22</b>											
Meal Delivery and Congregate Dining	2	1	8	3	0	1	0	1	8	0	0	6	0	0	3	1	0	1	<b>6</b>	<b>2</b>	<b>27</b>											
Transportation	1	1	7	3	1	0	0	1	6	0	0	7	0	1	1	0	1	1	<b>4</b>	<b>5</b>	<b>22</b>											
Crisis Intervention and Support	2	0	2	3	0	1	1	0	2	0	1	1	0	0	3	0	0	0	<b>6</b>	<b>1</b>	<b>9</b>											
Day Services	2	1	11	5	0	3	0	1	8	0	1	2	1	0	3	0	2	1	<b>8</b>	<b>5</b>	<b>28</b>											
Home Maintenance and Homemaking	0	0	3	0	0	1	0	0	2	0	1	2	0	0	2	1	0	1	<b>1</b>	<b>1</b>	<b>11</b>											
Personal Support / Independence Training	0	0	4	1	0	1	0	0	2	0	1	2	0	0	1	0	1	1	<b>1</b>	<b>2</b>	<b>11</b>											
Overnight Stay Care and Respite	1	0	4	1	0	1	1	0	4	0	1	1	0	0	1	0	1	0	<b>3</b>	<b>2</b>	<b>11</b>											
Assisted Living Services	1	0	4	3	1	0	1	0	4	0	1	4	0	1	0	1	1	0	<b>6</b>	<b>4</b>	<b>12</b>											
Caregiver Support	1	0	5	3	0	3	0	0	5	0	0	3	1	0	2	0	1	0	<b>5</b>	<b>1</b>	<b>18</b>											
Visiting	1	1	9	3	0	1	0	1	7	0	0	6	0	0	3	0	1	2	<b>4</b>	<b>3</b>	<b>28</b>											
Palliative Care	0	0	3	1	0	2	0	0	3	0	0	3	0	0	2	0	0	0	<b>1</b>	<b>0</b>	<b>13</b>											
Foot Care	1	1	6	3	0	1	0	1	7	0	0	1	0	0	2	0	1	1	<b>4</b>	<b>3</b>	<b>18</b>											
Vision Rehabilitation Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	<b>0</b>	<b>1</b>	<b>0</b>											
Deaf, Deafened and Hard of Hearing Care Services	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	<b>0</b>	<b>1</b>	<b>0</b>											
ABI – Assisted Living Services	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	<b>1</b>	<b>0</b>											
ABI – Personal Support / Independence Training	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	<b>1</b>	<b>0</b>											
ABI – Day Services	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	<b>0</b>	<b>1</b>											
Community Support Initiative – Support Service Training	0	1	2	0	0	0	0	1	1	0	0	1	0	0	0	0	1	0	<b>0</b>	<b>3</b>	<b>4</b>											

For more details on each OHT's partners offering a specific type of CSS, please consult the recent infographics produced for each of the OHTs in designated areas of Champlain and the South-East by the Réseau. The infographics include data taken from providers' annual reports and available via the OZi platform, used until 2020. These infographics are available [here](#).

To conduct a more in-depth analysis and to better direct our recommendations, more detailed data have been sorted, organized and presented visually in Table 2. Specifically, Table 2 shows data for providers who offer certain types of community support services, based on the Ontario Health Team structure. In this way, supporting explanations and links to emerging recommendations become more evident.

Table 2. Results of an in-depth analysis of providers offering certain types of community support services, based on the Ontario Health Team structure.

Providers who offer each type of community support services and are partners in at least one of the six Ontario Health Teams operating in a designated area of Champlain and the South-East				Rationale
Types of community support services	Provider Name	Designation Status of Service	Number of OHT partnerships per provider	
Home Maintenance and Homemaking	Victorian Order of Nurses for Canada – City of Kingston	D	1	As Carefor Health and Community Services is already a partner of five OHTs and is identified in the Eastern Counties for certain services, identification of this service is recommended to improve access to French language services over a wider area, especially in the Ottawa and Renfrew County regions.
	Marianhill	I	1	
	Algonquins of Pikwàkanagàn	NI	1	
	Bonnechere Manor	NI	1	
	Land O'Lakes Community Services	NI	1	
	Carefor Health and Community Services	NI	5	
	Ottawa West Community Support	NI	2	
	Maxville Manor	NI	1	
	The Ottawa Hospital	NI	1	
	Groupe Action pour l'enfant, la famille et la communauté	D	1	As Carefor Health and Community Services is already a

Personal Support / Independence Training	Providence Care	I	1	partner of five OHTs and is identified in the Eastern Counties for certain services, identification of this service is recommended to improve access to French language services over a wider area, especially in the Ottawa and Renfrew County regions.	
	Marianhill	I	1		
	Carefor Health and Community Services	NI	5		
	North Renfrew Long-Term Care Center and Services	NI	1		
	Ottawa Inner City Health	NI	1		
	Ottawa West Community Support	NI	2		
	Pathways to Independence	NI	1		
	The Ottawa Hospital	NI	1		
Palliative Care	Montfort Renaissance	D	1	As Carefor Health and Community Services is already a partner of five OHTs and is identified in the Eastern Counties for certain services, identification of this service is recommended to improve access to French language services over a wider area, especially in the Ottawa and Renfrew County regions.	
	Carefor Health and Community Services	NI	5		
	Hospice Care Ottawa	NI	3		
	Jewish Family Services of Ottawa-Carleton	NI	1		
	Renfrew Victoria Hospital	NI	1		Since Hospice Care Ottawa is already a partner in three OHTs, service identification is recommended to improve access to French-language services over a wide area, especially in the Champlain region.
	Beth Donovan Hospice	NI	2		
	Dundas County Hospice	NI	1		

Vision Rehabilitation Services	Vision Loss Rehabilitation Ontario	I	1	Since Vision Loss Rehabilitation Ontario is the only provider offering vision care, it is recommended that it should be included in the five Champlain region OHTs to improve access to French-language services over a wide area.
Deaf, Deafened and Hard of Hearing Care Services	Canadian Hearing Services	I	1	Since Canadian Hearing Services is the only provider offering Deaf, Deafened and Hard of Hearing Care Services, it is recommended that it should be identified and included in the five Champlain region OHTs to improve access to French-language services over a wide area.
ABI – Assisted Living Services	The Ottawa Hospital	I	1	Since The Ottawa Hospital is newly identified for its Acquired Brain Injury services, it is already working to develop its capacity for service designation. In addition, since this type of service is highly specialized, there are no additional recommendations for improving access to French-language services at this time.
ABI – Personal Support / Independence Training	The Ottawa Hospital	I	1	Since The Ottawa Hospital is newly identified for its Acquired Brain Injury services, it is already working to develop its capacity for service designation. In addition, since this type of service is highly specialized, there are no additional recommendations for improving access to French-language services at this time.
ABI – Day Services	City of Ottawa – Adult Day Programs	NI	1	Since this type of service is highly specialized, and The Ottawa Hospital is newly identified for other acquired brain injury services, there are no additional recommendations for improving access to French-language services at this time.
	Western Ottawa Community Resource Centre	I	2	Since this type of service is highly specialized and less



Community Support Initiative – Support Service Training	Victorian Order of Nurses for Canada – City of Kingston	I	1	directly related to health services, there are no additional recommendations for improving access to French-language services at this time.
	Wabano Center of Aboriginal Health	NI	1	
	Renfrew and Area Seniors' Home Support	NI	1	
	Ottawa West Community Support	NI	2	

An additional Health Team provides services in a designated area in Champlain and the South-East. This Health Team is called "Kids Come First» and focuses on children and youth for its service provision. More specifically, this Health Team brings together over 60 organizations; the most up-to-date list of partner organizations can be found [here](#). Among the partner organizations, only six health service providers offer CSS and receive their funding through the LHIN (now Ontario Health). The six health service providers are as follows:

- Arnprior Regional Health
- Hawkesbury General Hospital
- Pinecrest-Queensway Community Health Centre
- Renfrew Victoria Hospital
- Roger Neilson House
- South East Ottawa Community Health Centre

When the services offered concern children, the funding pathways are different and usually depend on several sources. In addition, the need for CSS is very different, compared to the adult population. For example, it is reasonable to assume that "Home Maintenance and Homemaking" is not required by children and youth. For these reasons, the analysis for this Health Team was carried out separately.

When particular attention is paid to the six health service providers who offer CSS services to the "Kids Come First" Health Team, it is clear that only one offers specialized health services for the population targeted by the Health Team. For this reason, the identification of Roger Neilson House is recommended to improve access to French-language health services for children and youth, especially in the Champlain region.

In addition, since Vision Loss Rehabilitation Ontario is the only one in the region to offer Vision Rehabilitation Services, the inclusion of this provider in Kids Come First is recommended to improve access to French-language services for children and youth, especially in the Champlain region.

Finally, since Canadian Hearing Services is the only one in the region to offer Deaf, Deafened and Hard of Hearing Care Services, the inclusion of this provider in Kids Come First and its identification is recommended to improve access to French-language services for children and youth, especially in the Champlain region.

## **Conclusion and recommendations**

The preceding data and analyses provide a starting point for access to French-language CSS in the Champlain and South-East regions. Implementing these recommendations would enable improvements, and several gaps to be addressed, in order to better meet the needs of the French-speaking population. The recommendations for this report are summarized below.

1. That Carefor Health and Community Services be identified in the Ottawa and Renfrew County regions, for the following services:
  - a. Home Maintenance and Homemaking;
  - b. Personal Support / Independence Training; and
  - c. Palliative Care.
2. That Hospice Care Ottawa be identified for its Palliative Care service in the Champlain region.
3. That Vision Loss Rehabilitation Ontario and Canadian Hearing Services be included in the Champlain OHTs.
4. That Canadian Hearing Services be identified for its Deaf, Deafened and Hard of Hearing Care Services in the Champlain region.
5. That Roger Neilson House be identified in the Champlain region.

Although these recommendations were issued following a high-level analysis, each OHT is responsible for "demonstrating that they respect the role of Indigenous peoples and Francophones in the planning, design, delivery and evaluation of services..."<sup>3</sup>. In addition, "OHTs should particularly ensure appropriate engagement with French language communities, and ensure adherence to the *French Language Services Act*, as applicable"<sup>4</sup>. OHTs are therefore encouraged to assess their capacity and any remaining gaps in French-language health services.

Finally, tools and resources are available to support OHTs in developing their strategy for offering health services in French. For more information, please contact the Réseau des services de santé en français de l'Est de l'Ontario.

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<sup>3</sup> Ministry of Health and Long-Term Care. (n.d.). Ontario Health Teams: Guidance for Health Care Providers and Organizations. Accessed August 30 2023 at [https://www.health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/guidance\\_doc\\_en.pdf](https://www.health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/guidance_doc_en.pdf)

<sup>4</sup> Government of Ontario. (2020). Guidance for Ontario Health Teams: Collaborative Decision-Making Arrangements for a Connected Health Care System. Accessed August 30 2023 at [https://www.health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/OHT\\_CDMA\\_Guidance\\_Doc.pdf](https://www.health.gov.on.ca/en/pro/programs/connectedcare/oht/docs/OHT_CDMA_Guidance_Doc.pdf)