## Data on Long-term Care Services in French Frontenac, Lennox & Addington – Ontario Health Team

#### Types of long-term care beds offered, by providers

		Types of long-term care beds							
Long-term Care Providers		Regular Long Stay Beds	Convalescent Care Red.	Respite Beds	<sup>Veterans' Priority</sup> Access Beds Designated Specialized Unit Beds		Other Beds		
Providence Care				2	4				
Extendicare LTC Kingston							1		
Pine Meadow Nursing Home		63		1					
Rideaucrest Home		165			5				
Trillium Center				1			4		
	Caption								
<b>Designated Service</b> Obtained a designation as per the French Language Services Act. Must provide French Language Services on an ongoing basis.	<b>Identified Service</b> Must provide French Language Services in accordance with current capacity. Must submit a designation plan in a reasonable delay.			<b>Non-identified Service</b> Must develop and implement a plan to meet the needs of Francophone residents.					
Health service provider who are corpo	orate members of the French Lang	juage Heal	th Service	e Network	of Easter	n Ontario.			
<ul> <li>The data presented in this table are for s</li> <li>Only the providers who are signing partn</li> <li>Providers in bold offer services in a desig</li> <li>Beds in abeyance, interim and ELDCAP b</li> </ul>	ers of Frontenac, Lennox & Addin gnated area according to the <u>Fren</u>	gton Ontai <u>ch Langua</u>	rio Health	Team we			ire;		

Beds in abeyance, interim and ELDCAP beds have been included in "Other Beds".

### **Providers' Self-reported Data**

- 80% of long-term care providers actively identify Francophone clients;
- 80% of long-term care providers match Francophone clients with an employee who has the ٠ skills to provide services in French;

#### References

<u>Government of Ontario (2021). French</u> Language Services Act, R.S.O 1990, c. F.32

Ministry of Health (2022). French Language

• 40% of long-term care providers offer their clients a means of feedback (satisfaction or complaint forms) on French Language Services.

Services Database.

South East LHIN (2021). Service Accountability Agreements with health services providers.



Revised November 2022



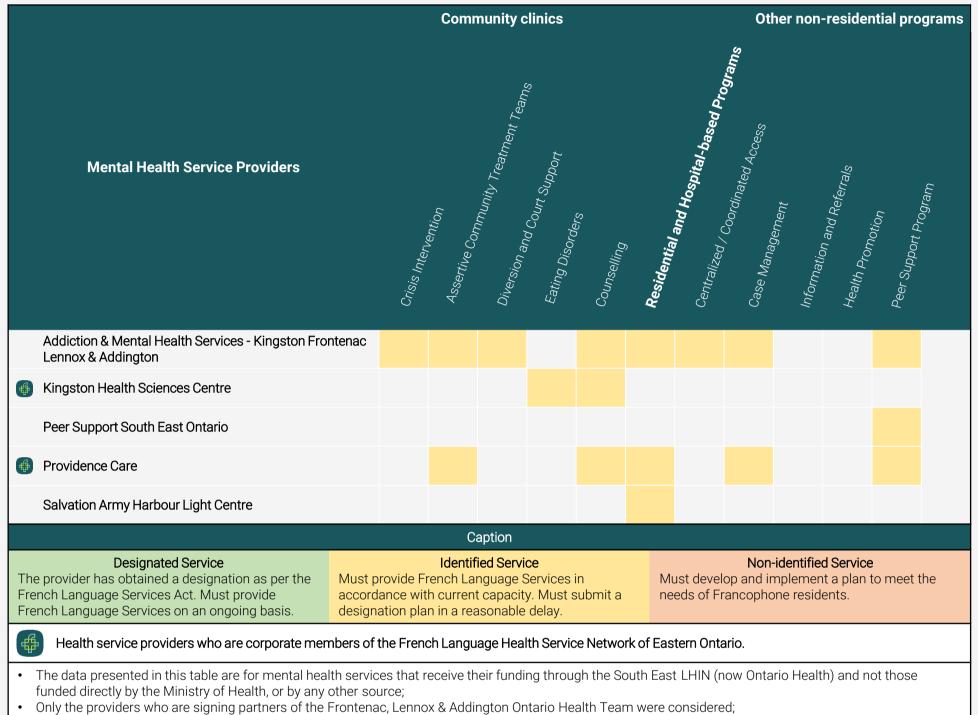


**Ontario Santé** Health Ontario



# **Data on Mental Health Services in French** Frontenac, Lennox & Addington – Ontario Health Team

#### Types of mental health services offered, by providers



Providers in bold offer services in a designated area according to the <u>French Language Services Act</u>.

### **Providers' Self-reported Data**

- 40% of mental health service providers identify Francophone clients;
- 40% of mental health service providers match Francophone clients with an employee who has the skills to provide services in French;
- 80% of mental health service providers offer their clients a means of feedback (satisfaction

#### References

<u>Government of Ontario (2021). French</u> Language Services Act, R.S.O 1990, c. F.32

Ministry of Health (2022). <u>French Language</u> <u>Services Database.</u>

South East LHIN (2021). Service

or complaint forms) on French Language Services.

Accountability Agreements with health services providers.



Revised November 2022

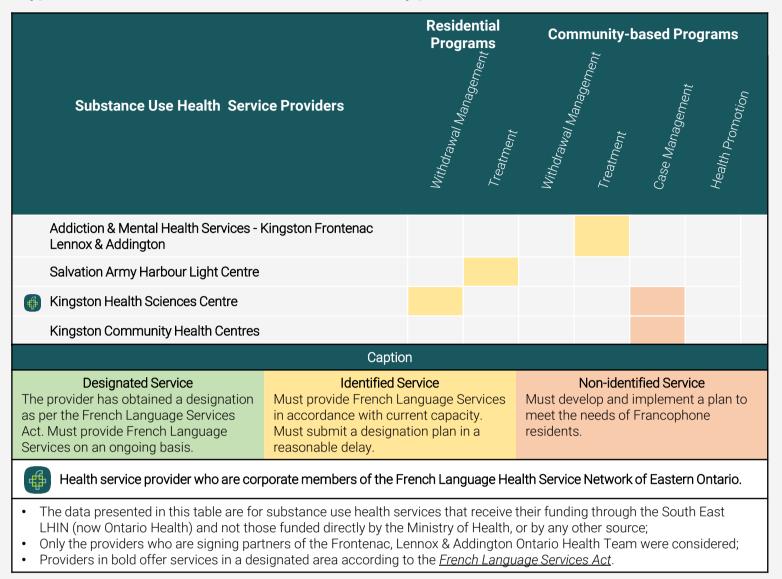




Réseau des services de santé en français de l'Est de l'Ontario

## **Data on Substance Use Health Services in French** Frontenac, Lennox & Addington – Ontario Health Team

### Types of substance use health services offered, by providers



### **Providers' Self-reported Data**

- 75% of substance use health service providers identify Francophone clients;
- **75%** of substance use health service providers **match Francophone clients with an employee who has the skills to provide services in French**;
- **100%** of substance use health service providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.

### References

<u>Government of Ontario (2021). French</u> Language Services Act, R.S.O 1990, c. F.32

Ministry of Health (2022). <u>French Language</u> <u>Services Database.</u>

South East LHIN (2021). Service Accountability Agreements with health services providers.



Revised November 2022







## **Data on Community Support Services in French** Frontenac, Lennox & Addington – Ontario Health Team

### Types of community support services offered, by providers

	Types of Community Support Services												
Community Support Service Providers	Health Promotion and Education (Palliation)	Information, Referral and Education (Geriatrics) Meal Deliver.	Transportation Crisic L.	Day Services	Homemaking and Home Maintenange	Supportive Housing and Respite	Caregiver Support	Visiting – Social and Safety Visiting – <sub>Hoor</sub>	Foot Care	Vision Rehabilitation Services Deaf. no. 5	Acquired brain injury: Assister J.	Acquired brain injury: Personal Support Acquired brain .	Community Support Initiatives and Training
Victorian Order of Nurses for Canada – City of Kingston													
Alzheimer Society of KFL&A													
Canadian Hearing Services (South East)													
Providence Care													
Vision Loss Rehabilitation Ontario													
Land O'Lakes Community Services													
Lennox & Addington County General Hospital													
Pathways to Independence													
Southern Frontenac Community Services													
Caption													
<b>Designated Service</b> The provider has obtained a designation as French Language Services Act. Must provid Language Services on an ongoing basis.						meet the							
Health service provider who are corporate members of the French Language Health Service Network of Eastern Ontario.													
• The data presented in this table are for community support services that receive their funding through the South East LHIN (now Ontario Health) and not those funded directly by the Ministry of Health, or by any other source;													

- Only the providers who are signing partners of the Frontenac, Lennox & Addington Ontario Health Team were considered;
- Providers in bold offer services in a designated area according to the *French Language Services Act*.

**Providers' Self-reported Data** 

References

- 38% of community support service providers identify Francophone clients;
- 50% of community support service providers match Francophone clients with an employee who has the skills to provide services in French;
- **50%** of community support service providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.



Ministry of Health (2022). <u>French Language</u> <u>Services Database.</u>

South East LHIN (2021). Service Accountability Agreements with health services providers.



Revised November 2022







# The Francophone population and your Ontario Health Team: Suggested Key Indicators



The following information and indicators may assist with your reflection on the provision of French Language Services within your Ontario Health Team (OHT). The French Language Health Services Network of Eastern Ontario provides resources to assist you with the implementation of these best organizational practices. Do not hesitate to contact us for more details. Additional resources are available <u>here.</u>

		KEY INDICATORS
1. Is the linguistic identity of your clients captured upon first contact?	The first step in taking into account the Francophone population is to determine which of your clients identify as Francophone. The inclusive definition of Francophone <sup>1</sup> is the best measure to capture linguistic identity.	Proportion of Francophone clients in your OHT
2. How many staff members are proficient and can provide services in French (according to Ontario government levels) and what is their work assignment (program/service)?	The level of French proficiency of a candidate can be assessed during the job interview or at any other time using internal or external language assessments.	<ul> <li>Proportion of staff in your OHT who meet the required language profile for designated bilingual positions</li> </ul>
3. Is your bilingual staff matched with Francophone clients?	Once the linguistic identity of clients is captured and bilingual staff members are identified, linguistic needs can be met. Providers either assign French-speaking clients to a bilingual staff member or they ensure one bilingual staff member is available per shift.	Percentage of Francophones served in French in your OHT
4. What proportion of Francophones are satisfied with the French language services they receive?	A satisfaction survey specific to French Language Services is used to determine the satisfaction of Francophones with French Language Services.	<ul> <li>Percentage of overall client and family satisfaction with French language services received at your OHT</li> </ul>
5. How many programs or services are identified to offer services in French? How many programs or services are designated to provide services in French?	An inventory of identified and designated services and programs, such as the one presented in this infographic, can highlight gaps in populations served and sectors.	<ul> <li>Proportion of programs or services identified within your OHT</li> <li>Proportion of programs or services designated within your OHT</li> </ul>
6. What proportion of public education materials are available in both English and French?	Ensuring that consent forms, instructions and educational materials for clients are available in both French and English allows for an optimal active offer.	Percentage of bilingual documents intended for the public

<sup>1</sup><u>According to the Government of Ontario</u>, Francophones are "persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home."

