Data on Long-term Care Services in French Ottawa Valley – Ontario Health Team

Types of long-term care beds offered, by providers

		Types of long-term care beds							
Long-term Care Pr	oviders	Regular Long Stay Beds	Convalescent Care Bed.	Respite Beds	Veterans' Priority Acces	Designated Specialized .	Other Beds		
Marianhill	128		1	2		8			
Bonnechere Manor	176		2	2					
Deep River and District Hospital Corporation	14								
Groves Park Lodge	75					21			
Miramichi Lodge	164		2	2					
North Renfrew Long-Term Care Center (and	20		1						
Valley Manor	90								
	Caption								
Designated Service Obtained a designation as per the French Language Services Act. Must provide French Language Services on an ongoing basis.	Identified Service Must provide French Language Services in accordance with current capacity. Must submit a designation plan in a reasonable delay.			Non-identified Service Must develop and implement a plan to meet the needs of Francophone residents.					
None of the health service providers a	re corporate members of the Fre	nch Langua	ige Healt	h Service	Network c	of Eastern	Ontario.		
 The data presented in this table are for set Only the providers who are signing partnet Providers in bold offer services in a desig Beds in abeyance, interim and ELDCAP between the set of the set	ers of the Ottawa Valley Ontario I Inated area according to the <u>Fren</u>	Health Tear Inch Languag	n were c	onsidered		g-Term Ca	ire;		

- 14% of long-term care providers actively identify Francophone clients;
- 43% of long-term care providers match Francophone clients with an employee who has the skills to provide services in French;
- **43%** of long-term care providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.



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

French Language Health Services Network of Eastern Ontario. (March 2020). <u>Report on</u> <u>Access to Long-Term Care in French in the</u> <u>Champlain Region</u>

<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>

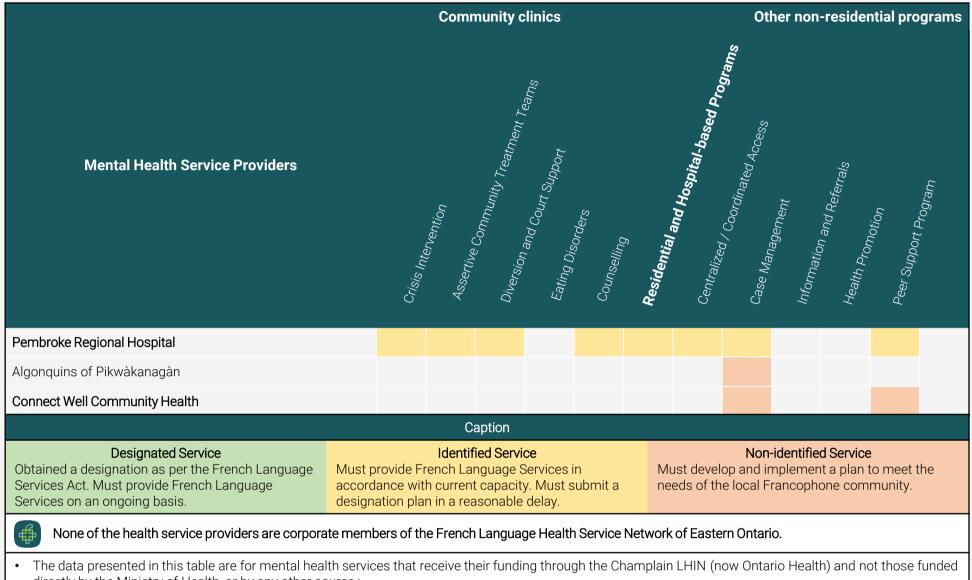






Data on Mental Health Services in French Ottawa Valley - Ontario Health Team

Types of mental health services offered, by providers



- directly by the Ministry of Health, or by any other source; Only the providers who are signing partners of the Ottawa Valley 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

- 33% of mental health service providers identify Francophone clients;
- 33% of mental health service providers match Francophone clients with an employee who has the • skills to provide services in French;
- 33% of mental health service providers offer their clients a means of feedback (satisfaction or ٠ complaint forms) on French Language Services.



References

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

French Language Health Services Network of Eastern Ontario. (March 2020). Report on Access to Long-Term Care in French in the Champlain Region

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

Ministry of Health (2022). French Language

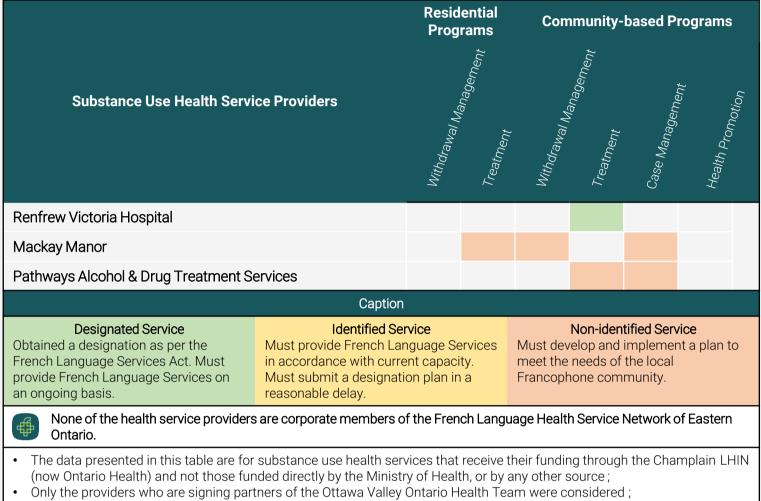






Data on Substance Use Health Services in French Ottawa Valley – Ontario Health Team

Types of substance use health services offered, by providers



[•] Providers in bold offer services in a designated area according to the French Language Services Act.

Providers' Self-reported Data

- 67% of substance use health service providers identify Francophone clients;
- 67% of substance use health service providers match Francophone clients with an employee who has the skills to provide services in French;
- **67%** of substance use health service providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.



References

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

French Language Health Services Network of Eastern Ontario. (March 2020). <u>Report on</u> <u>Access to Long-Term Care in French in the</u> <u>Champlain Region</u>

<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>







Data on Community Support Services in French Ottawa Valley - Ontario Health Team

Types of community support services offered, by providers

	Types of Community Support Services															
Community Support Service Providers	Health Promotion and Education (Pallice)	Information, Referral and Education (Geriatrics) Meal not	Transportation Transportation	Crisis Intervention and Support	Homemol.	Personal Support	Supportive Housing and Record	Assisted Living High Risk Seniors Caregivver Surger	Visiting - Social and S	Visiting – Hospice Services	Foot Care	Deaf, _{Deaf} er	Acquired brain initial of Hearing Care Service	Acquired brain injuny. Assisted-living	Acquired brain injury: Day Service	community Support Initiatives and Training
Marianhill																
Renfrew Victoria Hospital																
Algonquins of Pikwàkanagàn																
Barry's Bay & Area Senior Citizens Home Support Services																
Beth Donovan Hospice																
Bonnechere Manor																
Calabogie and Area Home Support Program																
Carefor Health and Community Services																
Eganville & District Senior Citizens' Needs Association																
North Renfrew Long-Term Care Center and Services																
Renfrew and Area Seniors' Home Support																
The Dementia Society of Ottawa and Renfrew County																
Caption																
Designated Service Obtained a designation as per the French Land Services Act. Must provide French Language Services on an ongoing basis.				Non-identified Service Must develop and implement a plan to meet the needs of the local Francophone community.												
None of the health service providers are corporate members of the French Language Health Service Network of Eastern Ontario.																

funded directly by the Ministry of Health, or by any other source ; Only the providers who are signing partners of the Ottawa Valley 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

- 25% of community support service providers identify Francophone clients;
- 42% of community support service providers match Francophone clients with an employee who has the skills to provide services in French;
- 58% of community support service providers offer their clients a means of feedback ٠ (satisfaction or complaint forms) on French Language Services.



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

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

Ministry of Health (2022). French Language Services Database.









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 ¹ 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.	 Proportion of staff in your OHT who meet the required language profile for designated bilingual positions
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.	 Percentage of overall client and family satisfaction with French language services received at your OHT
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.	 Proportion of programs or services identified within your OHT Proportion of programs or services designated within your OHT
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

¹<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."

