Data on Long-term Care Services in French Ottawa West Four Rivers– Ontario Health Team

Types of long-term care beds offered, by providers

		Types of long-term care beds						
Long-term Care Pi	roviders	Regular Long Stay Beds	Convalescent Care Beds	Respite Beds	Veterans' Priority Access Pool	Designated Specialized u.e.	Other Beds	
Bruyère Continuing Care		246						
Almonte Country Haven	82							
Arnprior Regional Health	59		1			1		
Bayfield Manor	66							
Forest Hill	156					4		
Garden Terrace	154					6		
Granite Ridge Care Community	224							
Kemptville District Hospital		8				4		
Royal Ottawa Health Care Group		64						
	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.				
Health service providers who are corp	oorate members of the French Lar	nguage Hea	alth Servic	e Network	of Easter	n Ontario.		
 The data presented in this table are for s Only the providers who are signing partn Providers in bold offer services in a designing table of the providers in the providers in a designing table of the providers in the providers i	ers of the Ottawa West Four Rive	rs Ontario	Health Tea	am were o			re;	

• Providers in bold offer services in a designated area according to the *French Language Services Act*;

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

Providers' Self-reported Data

- 44% of long-term care providers actively identify Francophone clients;
- 44% of long-term care providers match Francophone clients with an employee who has the skills to provide services in French;
- **67%** of long-term care 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>.

Santé Health Canada Canada



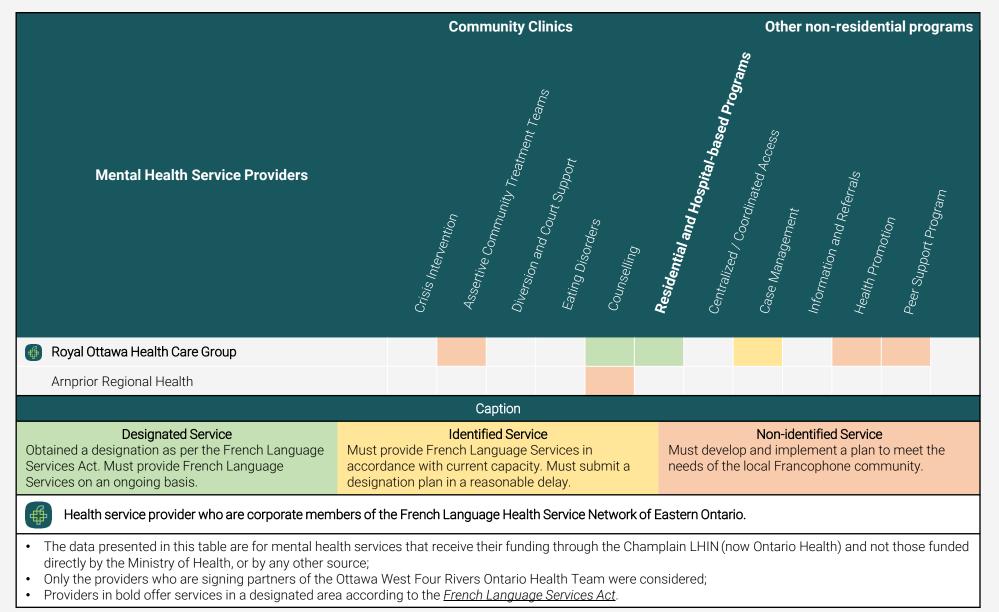
Ontario Santé Health Ontario

Revised November 2022



Data on Mental Health Services in French Ottawa West Four Rivers – Ontario Health Team

Types of mental health services offered, by providers



Providers' Self-reported Data

- 50% of mental health service providers identify Francophone clients;
- 50% of the mental health service providers match Francophone clients with an employee who has the skills to provide services in French;
- **100%** of mental 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>





Ontario Santé Health Ontario

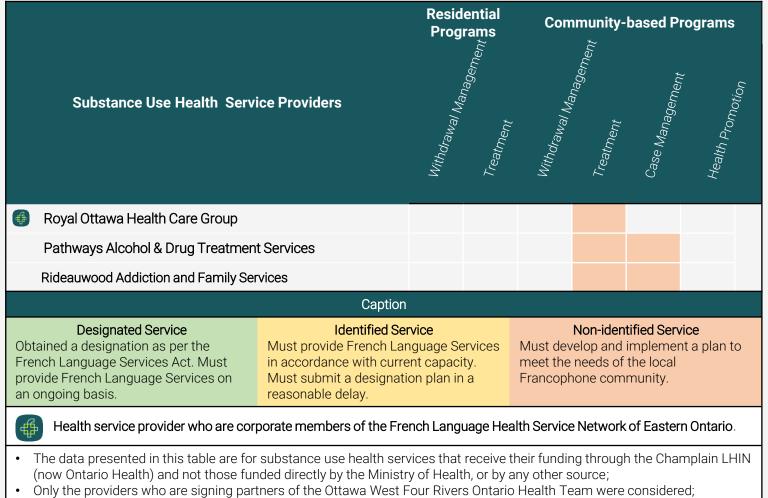
Revised November 2022

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



Data on Substance Use Health Services in French Ottawa West Four Rivers – Ontario Health Team

Types of substance use 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

- 100% of substance use health service providers identify Francophone clients;
- 100% 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

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>





Ontario Santé Health Ontario

Revised November 2022

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



Data on Community Support Services in French Ottawa West Four Rivers – Ontario Health Team

Types of community support services offered, by providers

		Types of Community Support Services													
Co	ommunity Support Service Providers	Health Promotion and Education (Palliss: Health Prom	Information, Referral and Conversion (Geriatrics)	Transportation Transportation	Crisis Intervention and Support Day Services	Homemaking and Home Maintenange	Supportive Housing and Respite	Caregivver Support	Visiting – Social and Safety Visiting – Hossie	Foot Care	Vision Rehabilitation Services Deaf, Deafened	Acquired brain injury: Assistory	Acquired brain injury: Personal Support Acquired brain i	Community Support Initiata.	ruatives and Training
•	Bruyère Continuing Care														
¢	Western Ottawa Community Resource Centre														
	Arnprior, Braeside, McNab Seniors at Home Program Inc.														
	Arnprior Regional Health														
	Beth Donovan Hospice														
	Carefor Health and Community Services														
	Hospice Care Ottawa														
	Kemptville and District Home Support														
	Ottawa West Community Support														
•	Pinecrest-Queensway Community Health Centre														
	Rural Ottawa South Support Services														
	The Dementia Society of Ottawa and Renfrew County														
	The Olde Forge Community Resource Centre														
	Williamsburg Non-Profit Housing Corporation (J.W MacIntosh CSS)														
					Cap	otion									
Serv	Designated Service ained a designation as per the French La vices Act. Must provide French Language vices on an ongoing basis.														

Health service providers 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 Champlain LHIN (now Ontario Health) and the long term ministry and not those funded directly by the Ministry of Health, or by any other source;
- Only the providers who are signing partners of the Ottawa West Four Rivers 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

- 50% of community support service providers identify Francophone clients;
- 64% of community support service providers match Francophone clients with an employee who has the skills to provide services in French;
- **79%** of community support service 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.

<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>



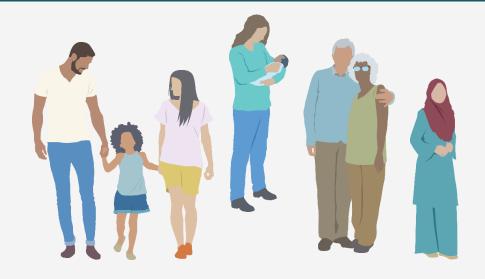
Revised November 2022







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 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."

