

---

# Mental Health and Addictions Services in the Champlain Region

Summary

May 4 2021



Numerous studies have recognized the importance of receiving healthcare services in one's mother tongue and confirmed the benefits stemming from this opportunity<sup>12</sup>. When receiving mental health and addictions (MHA) services, the need to receive services in the appropriate language is further enhanced as communication is the tool used by care providers during treatment<sup>3</sup>. This capacity analysis aims to identify gaps in the services currently offered to Francophones in the Champlain region. The French Language Health Services Network of Eastern Ontario (Réseau des services de santé en français de l'Est de l'Ontario) and MHA partners will then be able to direct their efforts to optimize the service offer.

As a first step, this analysis includes only MHA organizations that receive funding from the Champlain Local Health Integration Network (LHIN), all other organizations are excluded from the analysis. A complete picture of the MHA sector would have to include several ministries, each responsible for certain types of services. These ministries include the Ministry of Health (including its Mental Health and Addictions Division), the Ministry of the Attorney General and the Ministry of Children, Community and Social Services.

The following data stems from capacity reports produced by OZi following the submission of health care provider's French Language Services reports through the OZi portal in 2018-2019. Some providers may be included more than once as they provide both mental health *and* addictions services.

	Total number of healthcare providers	Designated	Identified	Not identified
Total	43	15	4	24
Mental Health	30	14	2	14
Addictions	26	9	3	14

The capacity reports produced by the OZi team have also generated some observations and action items included in le Réseau's action plan below.

<sup>1</sup> DE MOISSAC, D. et Bowen, S. (2018). Impact of Language Barriers on Quality of Care and Patient Safety for Official Language Minority Francophones in Canada. *Journal of Patient Experience*, volume 6, numéro 1.

<sup>2</sup> BOWEN, S. (2015). Impact des barrières linguistiques sur la sécurité des patients et la qualité des soins. Rapport rédigé pour le compte de la Société Santé en français.

<sup>3</sup> Société Santé en français. (s.d.). La santé mentale en français : Comprendre la complexité des enjeux et l'urgence de collaborer.  
<https://www.savoir-sante.ca/en/regions/saskatchewan/download/27/71/21?method=view>

## Recommendations resulting from the MHA sector capacity analysis

<p>Western Champlain</p>	<p><b>Addictions</b> The following actions are recommended:</p> <ul style="list-style-type: none"> <li>● Explore the maximisation of Renfrew Victoria Hospital’s service offer for Francophones in the region.</li> <li>● Identify Mackay Manor for designation of its Addictions Treatment services in a residential setting.</li> </ul> <p><b>Mental Health</b> The following action is recommended:</p> <p>That local authorities put accountability mechanisms in place towards Pembroke Regional Hospital to foster progress in the designation process as soon as possible. The programs to include are the following::</p> <ol style="list-style-type: none"> <li>1. Residential/Inpatient Programs</li> <li>2. Community Clinics/Programs::             <ul style="list-style-type: none"> <li>● Counselling</li> <li>● ACTT</li> <li>● Diversion and Court Support</li> <li>● Crisis Intervention</li> </ul> </li> <li>3. Other Non Residential Services             <ul style="list-style-type: none"> <li>● Centralized/Coordinated Access</li> <li>● Case Management</li> <li>● Consumer Survivor/Family Initiatives</li> </ul> </li> </ol> <p>That Le Réseau collaborate with the LHIN to review the partnership model being developed for the Kingston region (via the Ontario Telemedicine Network), aimed at providing mental health services in French; this model could potentially be adapted to the Western Champlain area.</p>
<p>Ottawa</p>	<p><b>Mental Health</b> The following actions are recommended:</p> <ul style="list-style-type: none"> <li>● Identify the Crisis Intervention Program at the Ottawa Hospital.</li> <li>● Identify the following programs offered by the Royal Ottawa Health Care Group:             <ul style="list-style-type: none"> <li>○ Consumer Survivor/Family Initiatives</li> <li>○ Health Promotion and Education</li> </ul> </li> </ul>
<p>Eastern Champlain</p>	<p>There are no recommendations for this area at this time..</p>

<b>Global Recommendations</b>	<ul style="list-style-type: none"> <li>● Virtual MHA services are growing in popularity. It is recommended that the needs of Francophones be considered with each step of the development and implementation of these tools, with both telemedicine systems and virtual applications.</li> <li>● In order to obtain an integral view of MHA services, it is recommended that the current work be continued with agencies outside of the scope of this analysis, in order to truly identify any gaps in service.</li> </ul>
-------------------------------	--

**Le Réseau’s Action Plan**

<b>Western Champlain</b>	<p><b>Addictions</b> The following actions will be included in the action plan:</p> <ul style="list-style-type: none"> <li>● Follow-up with the French Language Services Office (Ministry of Health) regarding the status of Renfrew Victoria Hospital’s designation request for the program ‘Addictions Treatment Services’..</li> <li>● Assist in the development of a communications plan with Renfrew Victoria Hospital to promote their Addictions Treatment Services to area Francophones.</li> <li>● Promote the availability of French language services in ‘Addictions Treatment Services’ to other providers offering addictions treatment to facilitate and encourage the referral of Francophones.</li> </ul>
<b>Ottawa</b>	<p><b>Mental Health</b> The following actions will be included in the action plan:</p> <ul style="list-style-type: none"> <li>● Follow up with regards to French Language Services capacity in the Eating Disorders regional program at The Ottawa Hospital. At this time, the program is not meeting its staffing objectives.</li> <li>● Examine the service offer at Centre Le CAP in order to maximize the use by Francophones of existing Francophone resources.</li> </ul>
<b>Eastern Champlain</b>	<p>There are no immediate actions required for this area.</p>
<b>General</b>	<ul style="list-style-type: none"> <li>● Le Réseau is committed to pursuing its awareness efforts among Mental Health and Addictions health care providers regarding French Language Services and the importance for Francophones to have access and receive services in their language.</li> <li>● Le Réseau is also committed to developing and distributing tools to health care organizations on the following topics: best practices to collect the linguistic identity of service users; best practices in collecting client satisfaction regarding French Language Services.</li> </ul>

---

## Conclusion

An analysis of collected data reveals that for the MHA sector, gaps to French Language Services are largely in Western Champlain, with some gaps in the City of Ottawa. The adoption of proposed recommendations would greatly improve access to services in French for Champlain Francophones.

Some systemic issues, however, remain priorities to see a real change in service delivery. First, a complete analysis of the sector, independent of the funding source must be completed. It will then be of the utmost importance to widely share the results to MHA providers, primary care providers as well as users.

Finally, special attention should be paid to the planning, development and implementation of virtual services as it pertains to Francophones. The COVID-19 pandemic has led to an unprecedented use of virtual platforms to continue to offer MHA services. It is, however, necessary to have measures in place to ensure that certain groups are not further marginalized due to a lack of financial resources, technological means or necessary knowledge to receive care via telemedicine. In addition, very few applications used to offer virtual MHA services are available in French, which could also disadvantage Francophone users. A [brief on digital health](#) in French was recently released by le Réseau

The full capacity analysis report on the Mental Health and Addictions sector is available on Le Réseau's website (available in French only - we apologize for the inconvenience).

*For further details on this summary report, please contact Le Réseau*