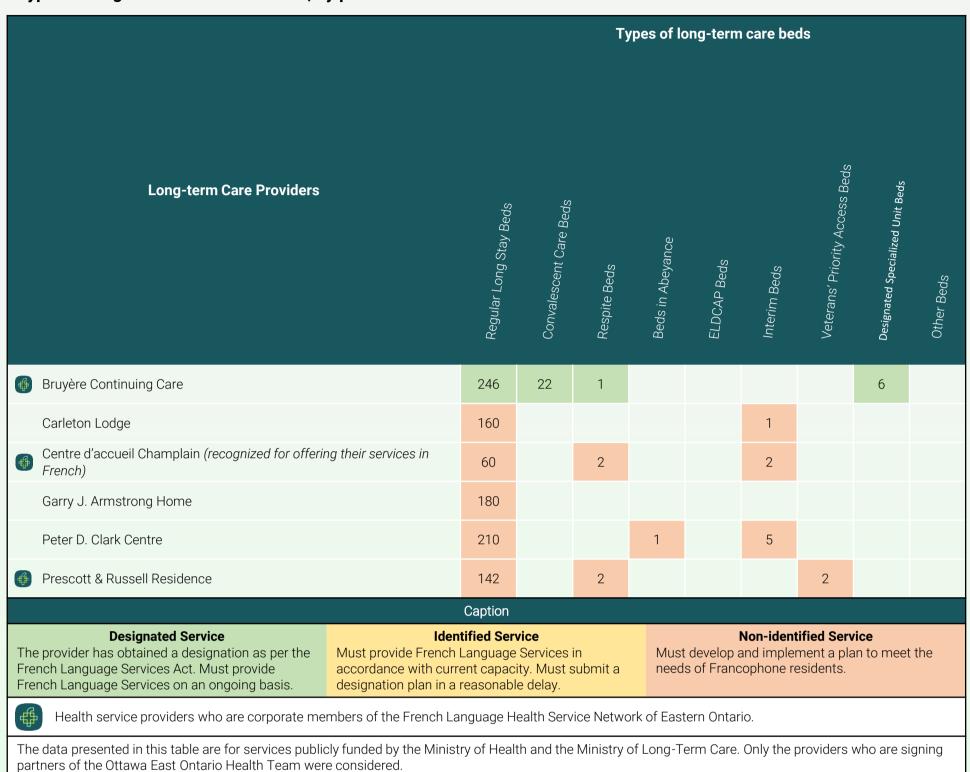
# Data on Long-term Care Services in French Ottawa East - Ontario Health Team

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



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

- 100% of long-term care providers actively identify Francophone clients;
- 100% of long-term care providers match Francophone clients with an employee who has the skills to provide services in French;
- 100% of long-term care providers offer their clients a means of feedback (satisfaction or complaint forms) on French Language Services.



#### References

Government of Ontario (2021). French

OZi (2021). Annual reports from 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

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

**Ontario Santé Health Ontario** 

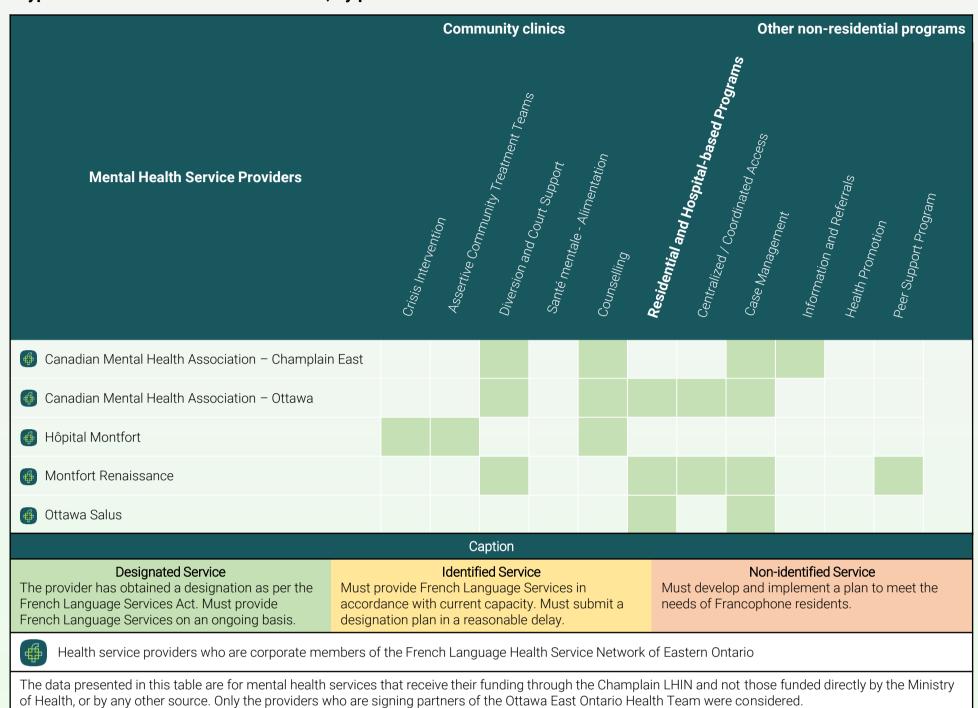






# **Data on Mental Health Services in French** Ottawa East - Ontario Health Team

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



**Providers' Self-reported Data** 

- 80% of mental health service providers identify Francophone clients;
- 80% 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 or complaint forms) on French Language Services.



#### References

Government of Ontario (2021). French

OZi (2021). Annual reports from Health services providers.

French Language Health Services Network of Eastern Ontario. (May 2021). Report on Mental Health and Addictions Services in the Champlain Region (Summary).

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



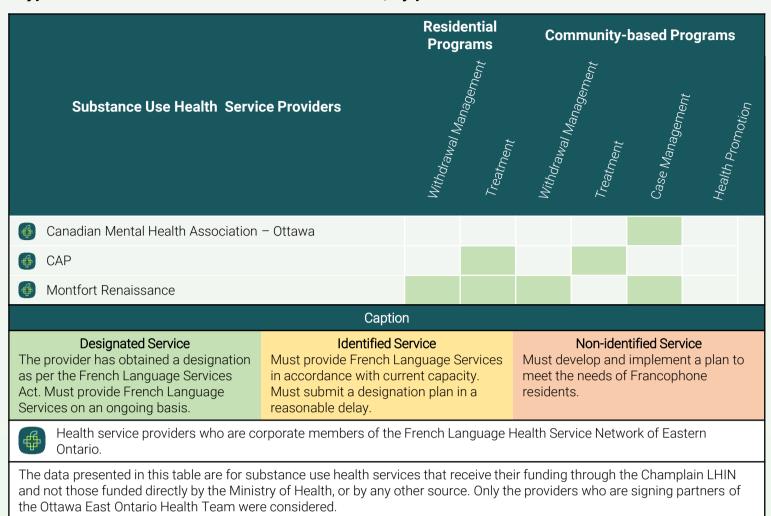




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## Data on Substance Use Health Services in French Ottawa East - Ontario Health Team

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



### **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

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

OZi (2021). Annual reports from Health services providers.

French Language Health Services Network of Eastern Ontario. (May 2021). Report on Mental Health and Addictions Services in the Champlain Region (Summary).

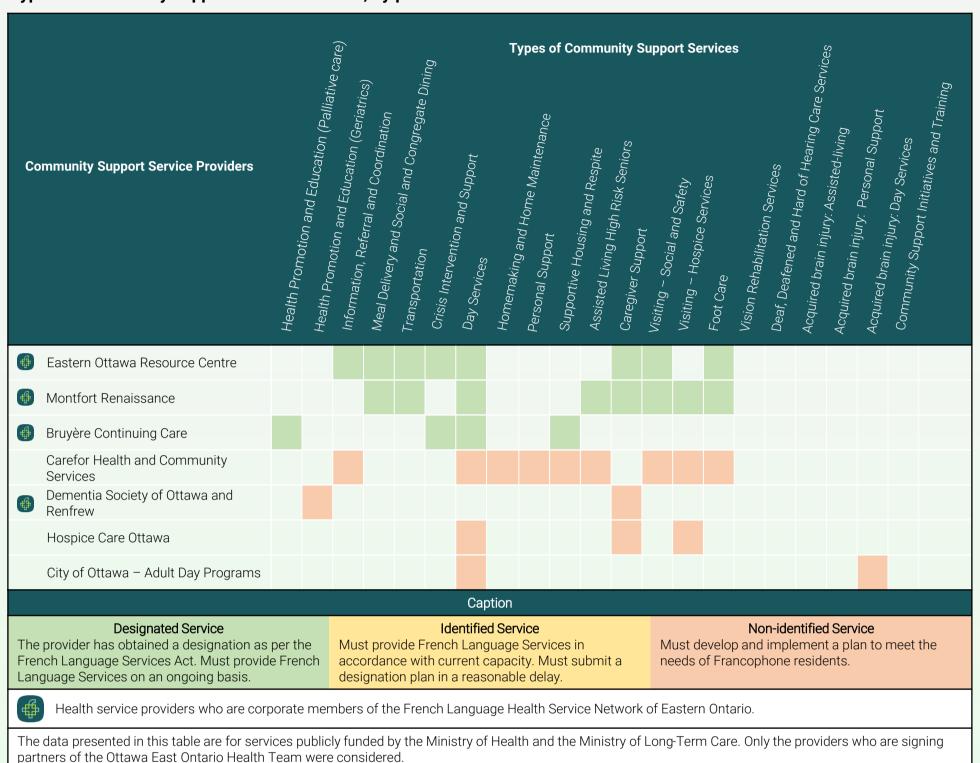
Champlain LHIN (2021). Service Accountability Agreements with health services providers.





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

## Types of community support services offered, by providers



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

- 91% of community support service providers identify Francophone clients;
- 100% of community support service providers match Francophone clients with an employee who has the skills to provide services in French;
- 100% of community support service providers offer their clients a means of feedback (satisfaction or complaint forms) on French Language Services.



#### References

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

OZi (2021). Annual reports from Health Service Providers.

Champlain LHIN (2021). Service Accountability Agreements with Health Service Providers.



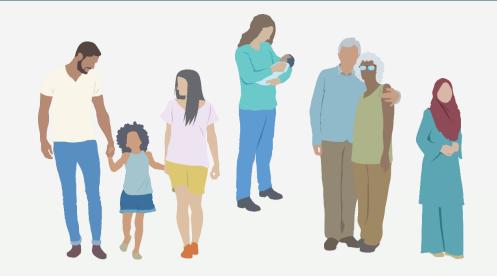




Canada

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# 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 <a href="here.">here.</a>

		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 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>According to the Government of Ontario, 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."

