



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

Types of long-term care beds offered, by providers

Long-term Care Providers	Types of long-term care beds								
	Regular Long Stay Beds	Convalescent Care Beds	Respite Beds	Beds in Abeyance	ELDCAP Beds	Interim Beds	Veterans' Priority Access Beds	Designated Specialized Unit Beds	Other Beds
 Bruyère Continuing Care	246	22	1					6	
Perley and Rideau Veterans' Health Centre	140	54	3		3		230	20	
Bess and Moe Greenberg Family Hillel Lodge	121								
Salvation Army Ottawa Booth Centre	128								

Caption

Designated Service	Identified Service	Non-identified Service
The provider has obtained a designation as per the French Language Services Act. Must provide French Language Services on an ongoing basis.	Must provide French Language Services in accordance with current capacity. Must submit a designation plan in a reasonable delay.	Must develop and implement a plan to meet the needs of Francophone residents.

 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 services publicly funded by the Ministry of Health and the Ministry of Long-Term Care. Only the providers who are signing partners of the Ottawa Ontario Health Team were considered.

Providers' Self-reported Data

- **100%** of long-term care providers actively **identify Francophone clients**;
- **75%** 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.

 **KEY INDICATORS**

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. (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.


Data on Mental Health Services in French Ottawa – Ontario Health Team

Types of mental health services offered, by providers

Mental Health Service Providers	Community clinics					Other non-residential programs					
	Crisis Intervention	Assertive Community Treatment Teams	Diversion and Court Support	Eating Disorders	Counselling	Residential and Hospital-based Programs	Centralized / Coordinated Access	Case Management	Information and Referrals	Health Promotion	Peer Support Program
 Canadian Mental Health Association – Ottawa											
 Carlington Community Health Centre											
 Ottawa Salus											
 The Ottawa Hospital											
 Counselling and Family Services Ottawa											
Shepherds of Good Hope											
 Pinecrest-Queensway Community Health Centre											
Jewish Family Services of Ottawa-Carleton											
Ottawa Inner City Health											
Upstream Ottawa Mental Health Community Support											
Wabano Centre for Aboriginal Health											

Caption

<p>Designated Service The provider has obtained a designation as per the French Language Services Act. Must provide French Language Services on an ongoing basis.</p>	<p>Identified Service Must provide French Language Services in accordance with current capacity. Must submit a designation plan in a reasonable delay.</p>	<p>Non-identified Service Must develop and implement a plan to meet the needs of Francophone residents.</p>
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 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 mental health services that receive their funding through the Champlain LHIN 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 Ontario Health Team were considered.

Providers' Self-reported Data

- **73%** of mental health service providers **identify Francophone clients**;
- **82%** of mental health service providers **match Francophone clients with an employee who has the skills to provide services in French**;
- **64%** of mental health service providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.

 **KEY INDICATORS**

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 Substance Use Health Services in French Ottawa – Ontario Health Team

Types of substance use health services offered, by providers

Substance Use Health Service Providers	Residential Programs		Community-based Programs			
	Withdrawal Management	Treatment	Withdrawal Management	Treatment	Case Management	Health Promotion
 Canadian Mental Health Association – Ottawa						
 Centretown Community Health Centre						
 Sandy Hill Community Health Centre						
 CAP						
 Amethyst Women’s Addiction Centre						
Dave Smith Youth Treatment Centre						
Empathy House of Recovery						
Ottawa Inner City Health						
Rideauwood Addiction and Family Services						
Serenity House						
Vesta Recovery Program for Women						
Wabano Centre for Aboriginal Health						

Caption

Designated Service	Identified Service	Non-identified Service
The provider has obtained a designation as per the French Language Services Act. Must provide French Language Services on an ongoing basis.	Must provide French Language Services in accordance with current capacity. Must submit a designation plan in a reasonable delay.	Must develop and implement a plan to meet the needs of Francophone residents.

 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 substance use health services that receive their funding through the Champlain LHIN 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 Ontario Health Team were considered.

Providers’ Self-reported Data

- **67%** of substance use health service providers **identify Francophone clients**;
- **50%** of substance use health service providers **match Francophone clients with an employee who has the skills to provide services in French**;
- **50%** 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 – Ontario Health Team

Types of community support services offered, by providers

Community Support Service Providers	Types of Community Support Services																						
	Health Promotion and Education (Palliative care)	Health Promotion and Education (Geriatrics)	Information, Referral and Coordination	Meal Delivery and Social and Congregate Dining	Transportation	Crisis Intervention and Support	Day Services	Homemaking and Home Maintenance	Personal Support	Supportive Housing and Respite	Assisted Living High Risk Seniors	Caregiver Support	Visiting – Social and Safety	Visiting – Hospice Services	Foot Care	Vision Rehabilitation Services	Deaf, Deafened and Hard of Hearing Care Services	Acquired brain injury: Assisted-living	Acquired brain injury: Personal Support	Acquired brain injury: Day Services	Community Support Initiatives and Training		
Eastern Ottawa Resource Centre																							
Meals on Wheels																							
Bruyère Continuing Care																							
Western Ottawa Community Resource Centre																							
Carefor Health and Community Services																							
South-East Ottawa Community Health Centre																							
Pinecrest-Queensway Community Health Centre																							
Perley and Rideau Veterans' Health Centre																							
Jewish Family Services of Ottawa-Carleton																							
The Ottawa Hospital																							
Hospice Care Ottawa																							
Ottawa Inner City Health																							
Ottawa West Community Support																							
Rural Ottawa South Support Services																							
The Dementia Society of Ottawa and Renfrew County																							
The Good Companions' Seniors Centre																							
The Olde Forge Community Resource Centre																							
Wabano Center for Aboriginal Health																							

Caption

Designated Service


The provider has 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 corporate members of the French Language Health Service Network of Eastern Ontario.

The data presented in this table are for services publicly funded by the Ministry of Health and the Ministry of Long-Term Care. Only the providers who are signing partners of the Ottawa Ontario Health Team were considered.

Providers' Self-reported Data

- **64%** of community support service providers **identify Francophone clients**;
- **45%** of community support service providers **match Francophone clients with an employee who has the skills to provide services in French**;
- **55%** of community support service providers **offer their clients a means of feedback** (satisfaction or complaint forms) on French Language Services.

 **KEY INDICATORS**

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.

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 [here](#).

		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.	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • Percentage of bilingual documents intended for the public

¹According 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."

