

Towards Equitable Access to French Language Health Services

**Entité 4 / Central LHIN / Central East LHIN / NSM LHIN
2016-2019**

Report on year 2: 2017-2018

April 2018

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Abbreviations Guide

MOHLTC – Ministry of Health and Long-Term Care

LHIN – Local Health Integration Network

FLHPE – French Language Health Planning Entity

CHC – Community Health Centre

HCC – Home & Community Care

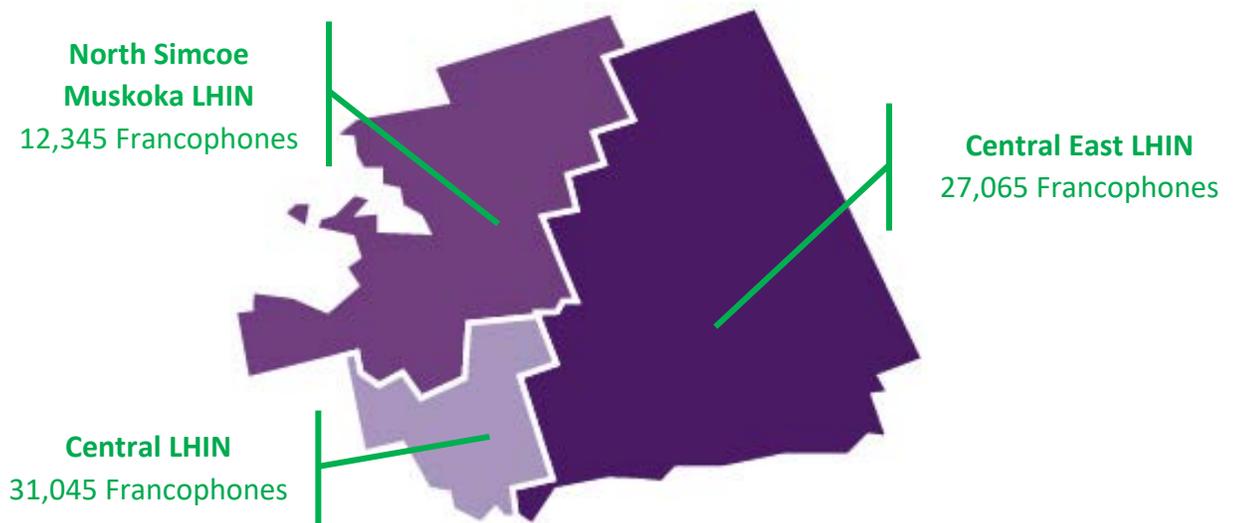
HSP – Health Service Provider

FLHS - French Language Health Services

IHSP – Integrated Health Services Plan

INTRODUCTION

Local Health Integration Networks (LHINs) were created by the provincial government under the *Local Health System Integration Act, 2006*. Their role is to plan, coordinate, integrate and fund local health care services. Since the enactment of *Patients First, 2016*, LHINs acquired the responsibility of providing home and community care health services.



Central, Central East and North Simcoe Muskoka LHINs combine their efforts to improve access to health services in French for Francophones within their respective territories.

Entité 4 is one of six FLHPEs appointed by the MOHLTC in 2010; a move that affirmed the government's commitment to addressing the unique health care needs of Ontario's official language minority community. This commitment was reaffirmed through the *Patients First Act, 2016*.

In 2017, the MOHLTC proposed certain modifications to Regulation 515/09 under the *Local Health System Integration Act, 2006 (LHSIA)* with a view to reinforcing accountability for the planning and development of French Language Health Services (FLHS). Changes in this regulation focused on the importance of collaborative working relationship between FLHPEs and LHINs. Beyond the community engagement role which was part of FLHPEs' original mandates, we are convinced the greater role given by the MOHLTC to FLHPEs in the direct planning of health services for Francophones recognizes the work accomplished since their creation in 2010.

The MOHLTC gave a mandate to FLHPEs to advise LHINs on health needs of Francophone communities by conferring the following responsibilities ¹:

¹ http://www.health.gov.on.ca/en/public/programs/flhs/docs/Guide_to_FLHS_FINAL.pdf

Commitment to the Provision of FLHS

- Support the LHINs' mandate and collaborate to ensure the effective delivery of FLHS at the local level;
- Liaise with the LHINs on the FLS identification of HSPs and HSPs seeking FLS designation;
- Participate on ad-hoc committees to inform priorities as they relate to FLHS; and
- Work in collaboration with other Entities to share information, develop best practices, advance common interests, and identify common provincial trends/themes, as they relate to the provision of FLHS in Ontario, and report back to the LHINs.

Community Engagement

- Engage with the Francophone community to inform the Entity's advice to the LHIN on key priorities

Planning and Integration

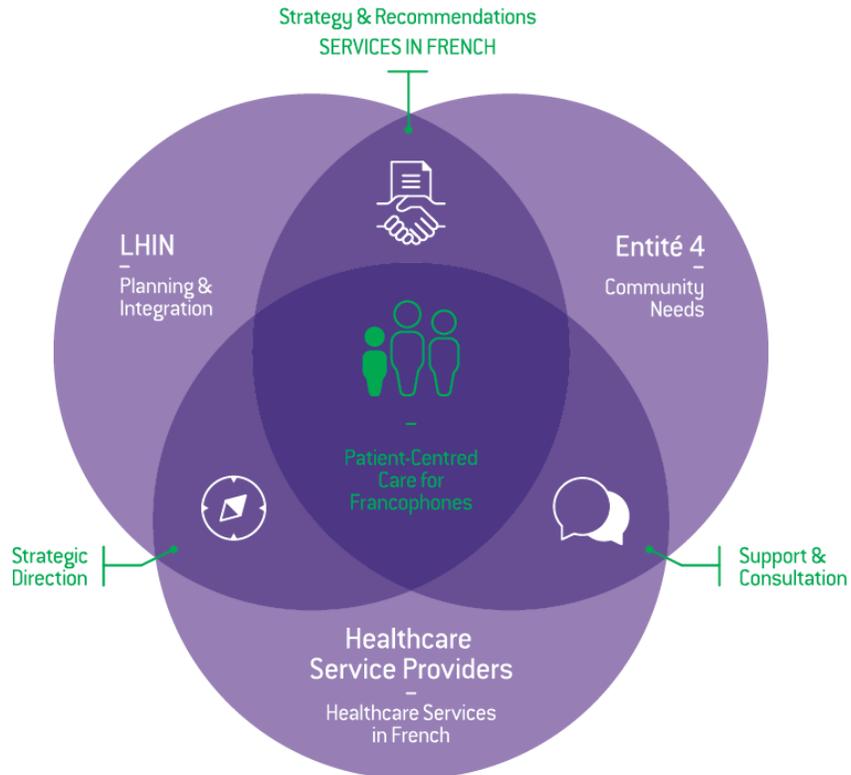
- Develop a Joint 3-year Strategy (formerly known as Joint Action Plan) with the LHIN, review it quarterly, and evaluate it annually;
- Establish a Liaison Committee with the LHIN in order to develop appropriate mechanisms for collaboration and ongoing dialogue, including the development of the JAP;
- Develop and submit for approval to the LHIN an Annual Work Plan of proposed activities that are deemed necessary to fulfill the objectives of the JAP, including proposed community engagement activities, and budgeting for these activities. The timing of proposed activities and advice to each LHIN must be consistent with the LHIN's planning and reporting cycle;
- Collaborate with the LHIN in the planning, integration, and implementation of FLHS strategies, as appropriate, and in accordance with the terms and conditions of the LHIN-Entity Funding and Accountability Agreement in order to improve access to FLHS;
- Provide advice on any other matters that the LHIN considers appropriate; and
- Provide advice on matters Entité 4 considers appropriate, with respect to the Francophone community, as it relates and/or impacts, directly or indirectly, on the health of Francophone residents.

To enhance this collaborative work and increase equitable access to French language services, Central-East, Central, North Simcoe Muskoka LHINs and Entité 4 made the decision to align the planning cycle for French language services with LHIN planning cycles (IHSPs and Annual Business Plans) and develop a joint three-year strategy (2016-2019).

This report is an opportunity to assess progress made during the second year of the strategy including follow-ups made to recommendations to the LHINs by Entité 4. It also identifies successes, lessons learned and challenges encountered during this fiscal period.

OUR APPROACH

Implementation of this strategy is based on a strong collaborative relationship between Entité 4, our 3 partner LHINs, community organizations and health service providers. This collaboration is based on a shared appreciation of our respective roles within the healthcare system.



Roles and responsibilities of all the various stakeholders involved in improving access to French language health services have been outlined in the Guide published by the MOHLTC (Op. cit.).

Developing a joint strategy for FLS is the cornerstone of our collaborative work. To support this approach, recommendations made to the LHINs by Entité 4 are tools which help move initiatives forward. **A summary of recommendations made over the past few years is available in Appendix 1.** The summary also includes a status for each recommendation and comments on implementation.

OUR THREE-YEAR JOINT STRATEGY: TOWARDS EQUITABLE ACCESS TO FRENCH LANGUAGE HEALTH SERVICES

To achieve our objective to increase equitable access to FLHS, our three-year strategy is based on two types of actions:

- **Systemic actions** which create the right conditions for developing equitable access to FLHS and ensure that LHINs have the necessary information to plan and ensure sustainability of these services. This is particularly crucial within the present context of profound transformation of Ontario's health system.
- **Sectoral initiatives** to continue improving access to, navigation and coordination of health services for Francophones. Selection of priority sectors was based on a needs analysis for Francophones who live within our geographic areas and the level of impact on their health. In other words, where language is crucial to care, where the most vulnerable users are found, and where coordination and navigation of care improve access to FLS.

Towards Equitable Access to French Language Health Services				
STRATEGIC OBJECTIVES	PLANNING the Offer of French Language Health Services	ENGAGING the Community	BUILDING Health Service Provider Capacity	SUSTAINING Service Offer Over Time
Expected Results	A Francophone perspective is included when planning and integrating health services in order to improve access to and navigation towards the appropriate service for Francophone users.	Francophones are involved in defining their needs and in planning health services in French.	Health Service Providers have the proper support to develop their capacity to offer health services in French.	The processes of identifying and designating Health Service Providers are used as tools to sustain the offer of French language services over time.
Priority Sectors	<ul style="list-style-type: none"> • Primary Care • Home and Community Care • Mental Health and Addictions • End of Life and Palliative Care 			
Priority Populations	<ul style="list-style-type: none"> • Seniors • Children, youth and their families • Individuals with mental health or addiction challenges • Newcomers 			
Enablers	<ul style="list-style-type: none"> • System transformation • Technology • Quality and performance indicators 			

SYSTEMIC ACTIONS

Within the context of the recent transformation of the health system, and more particularly in view of the LHINs' widened scope of action in delivering home and community care services, as well as the creation of sub-regions, it is essential to develop structural conditions which take the needs of Francophone communities into consideration.

Entité 4, in collaboration with its partner LHINs, has systematically recommended and put forth innovative solutions to fill gaps in accessing FLS. Access to equitable care for Francophones must be based on needs expressed by the community and must be embedded from the very inception of new initiatives, as well as throughout the integration and implementation phases.

PLANNING THE OFFER OF FLS

1. SYSTEM TRANSFORMATION AND INTEGRATION

Patients First, 2016 outlines certain structural changes to give patients and families easier and faster access to the health services they need.

Over the last year, we have worked with many health system stakeholders at many different levels, provincially as well as regionally, to increase accountability regarding FLS, and strengthen the planning and offer of these services. Entité 4 continues to support its partners by sharing its expertise on the needs of Francophone communities and best practices to address them.

Following integration of CCACs within LHINs, Entité 4 has worked with its partner LHINs on the establishment of FLS committees within Home & Community Care portfolio to help analyze their level of compliance (as a crown agency) with obligations set out in the *French Language Services Act, 1986*.

During this same period, we focused on the adoption of a web based tool developed by the Réseau de l'Est for the production of yearly FLS reports. At our request, this tool was adapted for Central and North Simcoe Muskoka LHINs which were early adopters. This use of this tool, called OZi, has now been sponsored by the MOHLTC and is being deployed throughout the province.

a) PROVINCIAL FLS WORKING GROUP

At the **provincial** level, Entité 4 takes active part in the activities of the FLS Working Group established by the MOHLTC to ensure equitable access to health services for Francophones. This committee, co-chaired by Jane Sager of the MOHLTC, Chantale Leclerc from Champlain LHIN and Deborah Hammons from Central East LHIN, has three main objectives:

- Develop FLS performance indicators to be included in LHIN/Ministry Accountability Agreements
- Review the LHIN/FLHPE Financing and Accountability agreements to ensure alignment with Ministry expectations as outlined in the Guide to Requirements and Obligations on FLS published in November 2017
- Assess and analyse FLS capacity within each LHIN to gain a better understanding of FLS offer and demand. The Working Group will focus more particularly on developing performance indicators and assessing capacity within each LHIN, as well as within each sub-region.

This Working Group is the extension of the FLS Workstream which led to the revision of O Reg 515/09, development of the Guide to Requirements and Obligations Relating to French Language Services, and a provincial Forum on FLS which took place in November 2017.

b) PARTICIPATION IN LHIN PLANNING TABLES

Entité 4 supports LHIN initiatives by actively participating at various sectoral planning tables to ensure that FLS are integrated in the planning and development of local strategies.

i. Sectoral Tables

Table 1: Summary of Francophone Representation at LHIN Planning Tables

	Central-East LHIN	Central LHIN	NSM LHIN
System Transformation	Health Equity Working Group	Central LHIN Integrated Care Advisory Council	NSM Leadership Council
Internal FLS Committees	FLS Task Force	Central LHIN FLS Committee	NSM FLS Committee
Health Quality Tables (HQO)	CE LHIN Regional Clinical Quality Committee		
Primary Care	CE Primary Care Engagement Table (Taibu CHC)		North Simcoe Community Health Link Steering Committee NSM Health Links Community of Practice
Home and Community Care	CE LHIN Vascular Health Strategic Aim Coalition ²	Central LHIN Chronic Diseases Prevention and Management Services Coordination Committee Dementia Strategy Advisory Committee	NSM SGS Clinical Design Working Group
Mental Health and Addictions	CE LHIN Mental Health and Addictions Strategic Aim Coordinating Council ³		NSM MH&A Coordinating Council
End of Life and Palliative Care	CE Regional Palliative Care Steering Committee	Central LHIN Regional Palliative Care Network	NSM RCPN Steering Committee

² This external engagement structure has been disbanded, and will be replaced with the various Vascular Sub-Committees now being implemented.

³ This external engagement structure has been disbanded, and will be replaced with the MHA governance structure which includes the MHA Coordinated Access Action Group.

Examples of progress achieved through representation at planning tables:

 **North Simcoe Muskoka LHIN:**

- ✓ **The North Simcoe Muskoka Regional Palliative Care Network (NSMRPCN):** Consultations by the Steering Committee to identify needs presented us with an opportunity to provide information on those expressed by Francophone communities, and highlight the importance of properly structuring services through the identification of HSPs to offer FLS. These discussions led to a close relationship with Hospice Huronia who will be opening a palliative care facility in 2019-2020. Entité 4 has forwarded a formal recommendation to NSM LHIN for the identification of Hospice Huronia as a FLS provider.

 **Central East LHIN:**

- ✓ **Central East Mental Health and Addictions Strategic Aim Coordinating Council:** Entité 4 was involved in the Mental Health and Addiction environmental scan for Central East LHIN. Entité 4 highlighted the severe lack of mental health services in French in the region, one of the most pressing issues being the intake of individuals with acute and persistent problems. Entité 4 will continue to advise the LHIN on implementing a coordinated, single access portal to mental health and addiction services for Francophones in Central East LHIN, through engagement with the Central East LHIN Regional Mental Health and Addictions Plan governance structure.

 **Central LHIN:**

- ✓ **The Dementia Strategy Advisory Committee is comprised of LHIN planners, patients, and HSPs with a view to developing a local dementia strategy:** Entité 4's participation in this committee fostered consultations with Francophone communities through surveys and discussion groups. The main objectives were to determine this population's needs and inventory of existing services in French. Entité 4 will continue to advise this committee on innovative models which integrate needs of Francophone seniors and their families.

ii. SUB-REGIONAL TABLES

To fill gaps and consolidate services which are centered on the patient, LHINs rely, among other supports, on a sub-regional planning model which considers demographic data and patient experience.

Over the last year, Entité 4 has participated in all consultations held by our partner LHINs and leveraged these opportunities to stress the impact these geographical limitations could have on access to services for the Francophone communities we serve. Over and above the various sectoral planning tables (see Table 1 - Summary of Francophone Representation at LHIN Planning Tables), Entité 4 actively participates in many of these sub-regional tables to add a Francophone perspective to these discussions. These sub-regional tables also provide an opportunity for new initiatives to emerge.

Table 2 : Entité 4 participation in Sub-Regional Planning Tables

	Central East LHIN	Central LHIN	NSM LHIN
Sub-Region	Scarborough North Scarborough South Durham West Durham North	North York Central North York West Eastern York Region	Sub-Region structure in NSM LHIN is modeled on that of the Health Links. Entité 4 sits on the Health Links Steering Committee which provides a global view of activities at the sub-regional level.

For example, in Scarborough South Sub-Region, members selected a maternal health project which offers assessment and case management to pregnant women at risk of developing post-partum mental health issues. This project will be implemented at TAIBU Community Health Centre (TAIBU CHC) because this Center has a proven FLS capacity. Central East LHIN has now identified TAIBU to provide FLS pursuant to a recommendation by Entité 4.

c) COLLABORATION AROUND NEW LHIN ROLE AS HOME AND COMMUNITY CARE PROVIDER

At the **local** level, expansion of LHIN roles and responsibilities around home and community care led to the creation of internal FLS work groups within each of our partner LHINs to ensure compliance with legal obligations under the French Language Services Act.

Entité 4 actively participates in these internal committees whose objectives are to perform an environmental scan and inventory existing resources, build internal capacity to offer FLS and establish guidelines for communications around FLS. By creating these internal FLS committees, LHINs wish to improve their organizational capacity in meeting obligations under the FLSA and the LHSIA.

Entité 4 will continue to participate in these committees as they develop their work plans and will provide expertise in the development of policies and implementation of best practices to improve FLHS.

2. DATA COLLECTION

 **Analysis of demand for and use of FLS:** Lack of data on the health characteristics of Francophones and their use of health services represent a definite challenge for decision-makers when planning health services. This data is essential to analysing needs of Francophone communities and individuals.

Over the last few years and thanks to the efforts of many partners, the MOHLTC has focused on a variety of targeted initiatives which will help understand what the demand is for FLS, and how Francophones use the health system. One initiative stands out among others: collecting

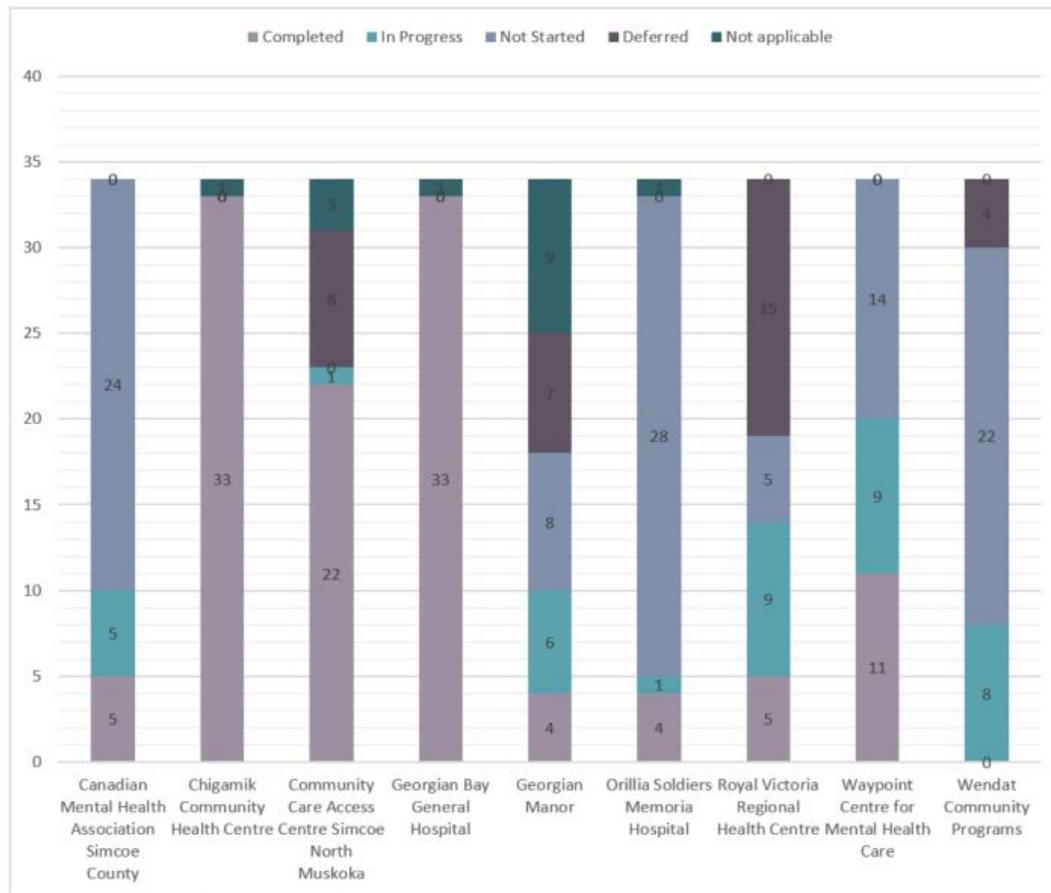
information on Francophone linguistic identity through the provincial health card system would allow HSPs to obtain true and evolving information on how to plan and develop FLS throughout the entire continuum of care.

- ✚ **Analysis of FLS Capacity – OZi:** At the local level, Entité 4 collaborated with NSM and Central LHINs to implement a new web based platform which renders the submission of yearly FLS reports much less cumbersome. Since HSPs have been using this tool, crucial information on HSP capacity to offer FLS has been gathered. Furthermore, we are now able to assess progress made by designated or identified HSPs towards obtaining or maintaining their designation status. We now have a much better picture of existing capacity within these two territories, and are able to use this data to maximize use of existing resources at the sub-regional level. It also has provided a much clearer picture of gaps which need to be addressed.

HIGHLIGHTS FOR NON-IDENTIFIED HSPS - CENTRAL LHIN



NSM LHIN - STATUS OF DESIGNATION PLANS 2016-2017 (PROGRESS AGAINST 34 CRITERIA)




Demographic data on Francophones – 2016 Census: Entité 4 obtained sociodemographic data on Francophones within its catchment area. This portrait was derived from 2016 Census data and is based on the Inclusive Definition of Francophone (IDF). Such information can be used by LHINs when planning health services which include a linguistic component, when developing IHSPs for example, or when planning at the sub-regional level, by sector, etc. This data can also be very useful in gaining a deeper understanding of the communities they serve from a demographic standpoint. Entité 4 is developing infographics to circulate this information to LHINs, sub-region tables, sectoral planning tables, etc.

3. RESPONSIBILITIES AND ACCOUNTABILITY

To strengthen health system accountability and performance with regards to FLS, the MOHLTC published a ***Guide to Requirements and Obligations Relating to French Language Services***. This document clarifies expectations around each stakeholder, supports efforts in offering linguistically and culturally adapted health care to Ontario Francophones by defining roles and responsibilities for each structure involved.

One of the LHINs' key responsibilities is to ensure HSPs are in compliance with obligations outlined in their Accountability Agreements. Moreover, as they have taken on the responsibility of providing home and community care (HCC), LHINs themselves must also ensure compliance with these same obligations. Entité 4 supports each of the internal FLS committees of its partner LHINs in three major areas: environmental scans of FLS within each territory, development of an action plan to better assess HCC capacity, and lastly, ensuring that contracts with service providers respect third-party rules.

At the provincial level, FLS obligations to be included in Accountability Agreements are under review. The deployment of OZi provincially is a key step in increasing LHIN and HSP accountability in offering services to Francophones.

4. ENGAGING THE FRANCOPHONE COMMUNITY

Engaging our local francophone communities is an integral part of the joint three-year strategy developed by Entité 4 and our partner LHINs. Real and direct community engagement fuels the development of service models and systems which reflect patient and caregiver experience. This is in complete alignment with the philosophy behind *Patients First*.

a) Consultation and Promotion of Services

- ✚ Entité 4 takes part in most **community engagement activities**, whether they be organized by our partner LHINs or by community partners, to connect with the community and take its pulse. Furthermore, Entité 4 holds its own consultations with members of the community (with participants in the Durham Adult Day Program, for example). We collect testimonials and, with the help of HSPs, we list the health concerns and needs expressed in order to recommend new services.
- ✚ LHINs have been very supportive in publicizing initiatives designed for Francophones in their communications and are in the process of reviewing their websites to comply with obligations under the *FLSA*. This also helps in actively offering FLS to the Francophone communities they serve and demonstrates that the specific needs of these communities are being taken into consideration when developing communication strategies to reach Francophones.
- ✚ In collaboration with our partner LHINs, Entité 4 **distributes all opportunities to participate in committees and sectoral tables** (such as patient advisory committees, boards of directors, sub-region tables). Tools have been developed to encourage participation from members of the community, but recruitment remains a challenge. There are Francophone members on each of our three partner LHIN Boards of Directors, and on two Patient Family Advisory Committees.
- ✚ **Francophone Community Participation in Provincial Community Engagement Initiatives** such as Alternate Levels of Care, the Dementia Strategy, and Palliative Care Strategy. Some discussion groups and on-line surveys were developed to gain a greater understanding of the specific needs expressed by Francophones who face dementia within the Greater Toronto

Area (GTA). These consultations identified gaps in resources and a great need for information to assist in early diagnosis and intervention.

- ✚ To maximize utilization of existing French language resources, Entité 4 actively participates in the **development of promotional tools and materials for HSPs** (i.e. TAIBU CHC, Black Creek CHC, Toronto North Support Services, Centres d’Accueil Héritage). We also ensure all services are promoted within the entire network by participating in community events, attending school events and through our virtual platforms.
- ✚ During the last fiscal year, Entité 4 was an exhibitor in over 23 events. We were also active on **Twitter** this year. Entité 4 tweets were viewed more than 142,000 times and retweeted on over 760 occasions. Entité 4 is attentive to relaying information about FLS initiatives within each of its partner LHINs through our electronic newsletter, C@p Santé.

5. BUILDING HEALTH SERVICE PROVIDER CAPACITY

Offering support and guidance to HSPs to help them build FLS capacity is at the heart of our strategy. Entité 4, with our partner LHINs, has supported its HSPs in various ways, namely through workshops on the Active Offer of FLS. These workshops stress the importance of offering French language health services which are safe, equitable, and adapted to the linguistic and cultural characteristics of Francophones, and take into consideration their specific needs. The next two sub-sections demonstrate the impact they have had.

a) Workshops on the Active Offer of FLS

With the support of its partner LHINs, Entité 4 has offered many information sessions on the active offer of FLS (see Summary Table below). These workshops underline the importance of identifying Francophone patients, as well as bilingual staff, as a first step towards analyzing capacity, but more importantly to raise awareness about the importance of collecting data to better understand their Francophone clientele and its use of services.

In the case of NSM LHIN, Entité 4 designed a brochure for HSPs which will help raise awareness about why and how it is best to identify Francophone patients using the Inclusive Definition of Francophone (IDF). This pamphlet also offers information on the Francophone health system navigator who works in the territory. This person can offer significant assistance to HSPs who have started the process of identifying their Francophone clients, but who are not necessarily able to provide the actual services required.

IDENTIFYING FRANCOPHONES

In order to identify Francophones in your community, it is recommended that you ask the following questions.

01

What is your mother tongue?

English French Other

02

If your mother tongue is neither French nor English, which of Canada's official languages are you most comfortable using?

English French

These questions will identify Francophones and help you plan and deliver services:

- It will improve your ability to analyze the health needs of Francophone individuals and communities.
- It will improve sound planning of health services which meet the needs of your population.

RESOURCES FOR YOUR FRANCOPHONE PATIENTS

Internally, you can:

- Offer the services of a medical interpreter
- Pair the Francophone patient with Francophone staff when possible.

Externally, you can:

- Refer your Francophone patient to the French Language Sytem Navigator, North Simcoe Muskoka Local Health Integration Network (LHIN) Region.
celeste.lalonde@chigamik.ca
705.527.4154 ext. 258
- Look for services in French on nsmhealthline.ca in the French Language section

These services will:

- Provide support to patients and their families;
- Improve access to linguistically appropriate services;
- Reduce gaps in service and remove linguistic barriers to equitable health care

WHY YOU SHOULD IDENTIFY YOUR FRANCOPHONE PATIENTS



It is also important to mention that Entité 4 offers guidance and support to organizations within NSM LHIN in developing their FLS. We have facilitated four information sessions to HCC staff, and main topics were FLS, LHIN obligations regarding same, as well as the principle of active offer.

With regards to Central LHIN, we facilitated two education sessions with HSPs from City of Markham to provide information on obligations under the FLSA pursuant to the designation of Markham which comes into effect July 1, 2018.

Table 3: Summary of workshops and information sessions

Health Service Provider	Workshop	# participants
Central LHIN		
Webinar	Active Offer of FLS (Webinar format)	10
CMHA Toronto	Active Offer of FLS	7
Krasman Centre	Active Offer of FLS	7
York Support Services Network	Active Offer of FLS	13
Cota	Active Offer of FLS	8
Eastern York Sub-Region HSPs	Designation of Markham and FLS	24
NSM LHIN		
Independent Living Services	Active Offer of FLS	15
Home & Community Care	FLS and LHIN Obligations	197
South Georgian Bay CHC	Active Offer of FLS	14
Palliative Care Network	Active Offer of FLS	16
RVH- Equity and Diversity Committee	Active Offer of FLS	20

b) SUPPORT AND GUIDANCE FOR HSPs

The level of support and guidance offered to HSPs increases every year. Those providers who are making their way towards designation increasingly call on us for expertise on matters such as compliance with requirements and fulfilling designation criteria. As well, we provide support in the development of policies and procedures to sustain services. As we increase our participation in internal FLS committees, we provide guidance on the most efficient ways of increasing FLS capacity and improving the offer of FLS. You will find below a list of internal committees where Entité 4 sits:

-  Georgian Bay General Hospital
-  CHIGAMIK Community Health Centre, Midland
-  Georgian Manor, Penetanguishene
-  Orillia Soldiers Memorial Hospital, Orillia
-  Wendat Community Programs
-  Bendale Acres Long-Term Care Home, Toronto
-  Royal Victoria Regional Health Centre, Barrie (although we do not sit on the committee responsible for equity at large, we have made two presentations on FLS to this institution: one to members of the Equity Committee, and one to more than 100 members of their Leadership Education Institute).

We also continue to actively support community workgroups and discussion tables about Francophone well being. These quarterly meetings help participants in developing services, and provide an opportunity to share information and best practices. They are:

- ✚ North Simcoe Muskoka FLS Community of Practice
- ✚ FLS Working Group with Barrie, South Georgian Bay and Chigamik CHCs
- ✚ Coalition for Healthy Francophone Communities in Scarborough
- ✚ Francophone Community Table on Health – Durham Region
- ✚ North York West French Language Services Advisory Committee
- ✚ French speaking Community Outreach Initiative Partnership (Toronto North Support Services)

6. SUSTAINABILITY OF SERVICES

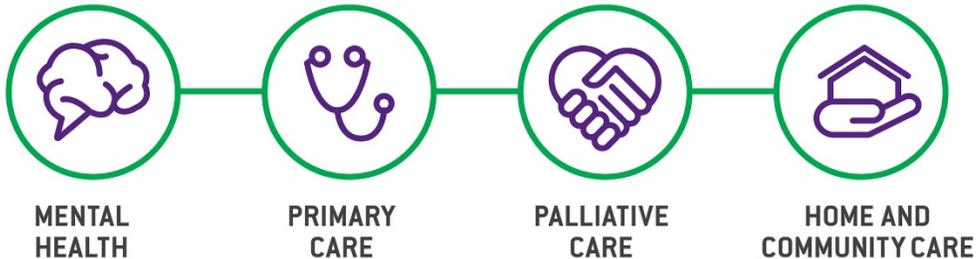
Identifying and designating Health Service Providers are processes designed to sustain the offer of French language services over time and, as such, support the overall vision of our three-year strategy for accessible and sustainable services in French. It is important to structure services according to existing capacity and demographic data. Our work plan includes the following activities:

- ✚ Increase FLS capacity for identified HSPs
- ✚ Build relationships with HSPs that have a reported FLS capacity and have expressed interest in developing FLS
- ✚ Guide identified HSPs towards designation

A large proportion of our activities in this area is centered around a continuous collaboration with HSPs to ensure programs and services are available over the entire continuum of care.

- ✚ Entité 4 recommended to **Central East LHIN** that TAIBU CHC be identified to offer French language services. We continue to work with TAIBU CHC on their journey towards designation.
- ✚ In **North Simcoe Muskoka LHIN**, Georgian Bay General Hospital obtained its partial designation during this fiscal year, and Entité 4 sits on the internal FLS Committee to support them in increasing their capacity. As well, Chigamik CHC has submitted its designation work plan to the LHIN. Entité 4 helped to assess this document and assisted in ensuring the work plan fulfilled criteria and requirements before formal submission. The MOHLTC is now reviewing the request. In the palliative care sector, Entité 4 has forwarded a formal recommendation to identify Hospice Huronia for the offer of FLS when its new facility opens in 2019.
- ✚ In **Central LHIN**, French language services in Black Creek CHC are growing steadily and Entité 4 has forwarded a formal recommendation to Central LHIN for identification of this HSP as FLS provider.

PRIORITY SECTORS



MENTAL
HEALTH

PRIMARY
CARE

PALLIATIVE
CARE

HOME AND
COMMUNITY CARE



1. PRIMARY CARE SERVICES

During the second year of our strategy, we have continued our work in the planning and development of Primary Care models and Chronic Disease Prevention and Self-Management programs for Francophones in each of our partner LHIN territories, primarily through a **close collaboration with CHCs**. Moreover, we developed working relationships with Public Health Departments who now are called upon to work with HSPs throughout our catchment area.

- **Central LHIN:** with support from Entité 4 and the LHIN, the bilingual navigator at Black Creek CHC continues to strengthen ties with various local community organizations and French school boards. As well, some of the proposed activities centre around the importance of identifying health needs for NYW Francophones. Among the various workshops offered this year (more than 40) which reached more than 500 participants, topics included: chronic disease self-management, physical exercise, first aid in mental health, as well as nutrition workshops in partnership with Toronto Public Health Department. Black Creek CHC helps more than 200 Francophones in navigating Ontario's health system to obtain primary care services. There is a wait list of approximately 50 people for primary care services in French. For the most part, these individuals are newcomers and have participated in one or more of Black Creek workshops. With the support of Entité 4, Black Creek and Vaughan CHCs have submitted proposals to receive funding for inter-professional care teams, which may include bilingual primary care professionals and would serve Francophones in York and North York.
- **NSM LHIN:** to expand health promotion activities (the health promoter position is presently funded through the Canada-Ontario Agreement) and facilitate navigation of Francophone patients to appropriate services (the navigator position is funded by NSM LHIN), a collaboration agreement between the three NSM CHCs was reached. This collaboration will assist in reaching the greatest number of Francophones possible within 3 of the 5 NSM sub-regions. With support from Entité 4, a work plan detailing various prevention and chronic disease self-management activities was developed, with a communications / promotion strategy to support the workplan. Conversely, to improve access to primary care in French within the Barrie area, a Francophone nurse practitioner

from CHIGAMIK CHC works two days per week at the Barrie CHC. Between April 2017 and March 2018, 103 new Francophone patients received help in accessing services in French. Over the same period, 245 participants took part in 18 different workshops in North Simcoe, Barrie and South Georgian Bay.

NSM LHIN Francophone Navigator – Primary Care Services – April 1, 2017 to March 31, 2018	
Number of individuals served	103
Number of visits	316
Mainly from	<ul style="list-style-type: none"> • Barrie • Midland • Penetanguishene • Tiny
Priorities identified by navigator	<ul style="list-style-type: none"> • Mental health and addictions services • Primary Care & Chronic Disease • Access to specialist • Community Support Services
Health Promotion Activities April 1, 2017 to March 31, 2018	
Total Number of workshops	18
Total Number of participants	245

Following a call for proposals from the MOHLTC for the expansion of IPC teams, Entité 4 supported Chigamik CHC’s request for an inter-professional care team offering offer primary care services in the Barrie area. This initiative was designed as a collaboration with the Barrie CHC. This request was denied by the Ministry, and NSM LHIN and Chigamik are exploring the possibility of obtaining this IPC team when Phase 2 of these funding announcements begins.

 **Central East LHIN:** in collaboration with Entité 4, the Coalition for Healthy Francophone Communities in Scarborough continues to support TAIBU CHC’s progress in providing primary care services and health promotion programs in French. Both these initiatives have seen remarkable growth. Among promotion activities, we can name the Mental Health First Aid program, nutrition and exercise sessions, as well as chronic disease self-management workshops. More than 720 Francophones participated in these activities in 2017-2018, and more than 300 patients received primary care services. In recognition of the substantial efforts by TAIBU CHC to increase its FLS capacity and makes services permanent, and pursuant to a formal recommendation from Entité 4, Central East LHIN has identified TAIBU CHC as a FLS HSP.

Entité 4 also supported TAIBU CHC in its request for an IPC team which would further strengthen its primary care capacity in French. While the request for a dedicated Francophone IPC team covering both the Scarborough North and South sub-regions was unsuccessful, additional opportunities exist to leverage the Collaborative IPC Team funding approved for Scarborough. TAIBU CHC is a partner

on the Scarborough Collaborative IPC initiative and will be exploring the optimal way for this newly formed team to support the Francophone population of Scarborough.

Central East LHIN - TAIBU CHC Health Promotion activities and Primary Care Services April 1, 2017 to March 31, 2018	
Number of participants-group sessions	728
Number of Unique Individuals	821
Number of visits by Francophones	1580

In Durham Region, Carea Community Health Centre (Carea CHC) started a health promotion program by targeting French School Boards in the area. Carea CHC continues to strengthen its ties with Francophone communities from that region. Through Entité 4, Carea CHC works closely with the Durham Regional Public Health Department to offer information sessions and raise awareness about mental health issues, bullying and healthy nutrition.



2. MENTAL HEALTH AND ADDICTION SERVICES

Entité 4 continues to develop and support implementation of mental and addiction strategies for Francophones throughout its catchment area.

- Central LHIN:** Following a very successful pilot project, Central LHIN provided base funding to Toronto North Support Services (TNSS) to continue education and awareness activities aimed at Francophone communities on issues surrounding mental health. In fact, TNSS concentrated its efforts on immigrants and newcomers in order to reduce stigma and increase early diagnosis capacity for individuals facing mental health or addiction concerns. The TNSS outreach worker has been working very closely with Black Creek's bilingual navigator to coordinate liaison activities within North York West sub-region. More than 140 participants took part in 17 education and awareness sessions on mental health issues offered over the fiscal year (this includes Mental Health First Aid workshops). These activities generated a significant increase in the number of Francophones seen by the one and only case manager able to offer services in French (37 clients over 12 months).

Central LHIN - Mental Health Education (including Mental Health First Aid) – April 1, 2017 to March 31, 2018	
number of participants- group sessions	140
Number of Unique Individuals served	220
Number of visits by Francophones	1240

Within York region, a collaboration agreement was signed between AFRY (Association des francophones de la Région de York) and TNSS to hold events about health promotion and awareness. This partnership will be instrumental in reaching parents in both French language school boards within York Region.

- **Central East LHIN:** During the previous fiscal period, a needs assessment study conducted with Francophones who participated in First Aid Mental Health workshops in Durham revealed that there was a significant lack of resources available in French. As well, patients were experiencing a number of challenges in navigating the mental health system to obtain services. With the support of Entité 4, CMHA Durham obtained funding from Central East LHIN to hire a Francophone Outreach Worker. This role will be responsible for the organization and facilitation of education sessions on mental health within the community, and will help direct patients with acute needs towards appropriate services. In Scarborough, TAIBU CHC continues to offer Mental Health First Aid workshops with more than 30 participants at each workshop.
- **NSM LHIN:** There are a number of different initiatives under development in this area. Two provincial strategies present an excellent opportunity to integrate FLS: access to structured psychotherapy services, and the ministerial strategy on opioids. We continue to work with Waypoint (lead agency for this pilot project) to widen community access to structured psychotherapy services at CHIGAMIK and in Barrie. Regarding the strategy related to opioid use, we are working with NSM LHIN’s Mental Health and Addictions Council as well as HSPs involved to ensure that Rapid Access Addiction Medicine (RAAM) clinics have bilingual capacity. As well, CHIGAMIK CHC continues to offer the First Aid Mental Health workshops in Midland and Barrie with a total of 30 participants.

Table 4: Summary of Mental Health First Aid workshops in all three partner LHINs

Mental Health First Aid - April 2017 – March 2018				
	NSM LHIN	Central East LHIN	Central LHIN	Total
Session 1	9	32	27	68
Session 2	13	-	15	28
Session 3	15	-		15
Total	37	32	42	111



3. HOME AND COMMUNITY CARE

In our 2017-18 work plan, emphasis was put on home and community care for Francophone seniors, and widening the portfolio of services available to this segment of the community.

Cognitive Health

- In **Central East LHIN**, we collaborated with HSPs within our catchment area, as well as partners from other territories (Toronto Central LHIN and Reflet Salvéo) to develop a new

service model for Francophones experiencing cognitive difficulties. Entité 4 commandeered a study on existing resources for Francophones in this sector, and based on its findings, we developed and proposed a service model for a Mobile Memory Clinic which relies on existing primary care capacity and would address the needs of Francophone patients and their families. Centres d’Accueil Héritage would be the lead agency for this model based on the one developed by Dr. Linda Lee which proposes to integrate the patient’s primary care physician into an interdisciplinary team to assess, diagnose and treat Francophone patients, while maintaining the patient and his or her family at the centre of the treatment plan throughout the patient’s journey. A funding request was submitted and both LHINs are reviewing the details of this initiative with the lead agency.

With Entité 4’s support, and thanks to funding from Central East LHIN, Alzheimer Society Durham Region (ASDR) was able to launch an initiative entitled *Living Well with Dementia in the Francophone Communities of Central East LHIN*. This project will educate and support Francophones living with dementia and their caregivers. To achieve project objectives, ASDR will use a wide variety of service and program supports. Entité 4 continues to support ASDR in promoting and implementing this very important initiative.

 **Long-Term Care (LTC)**

- **Central East LHIN:** Entité 4 continues to work very closely with Bendale Acres to promote the services they offer in French and ensure prioritization of beds in Pavillon Omer Deslauriers is maintained. During 2017-2018, the number of beds occupied by Francophones in this 37-unit wing was an average of 22. In partnership with other Francophone organizations and the City of Toronto, Entité 4 contributed to a report on the pertinence of this service model for Francophone seniors, and how it could be reproduced elsewhere as an innovative model to serve Francophones living in a minority setting.
- **NSM LHIN:** Thanks to data obtained through the annual FSL reports, Entité 4 continues to work with the LHIN to identify which LTC establishments have capacity to offer services in French. We are presently working with Georgian Manor to help build their capacity. The creation of an internal FLS committee, in which Entité 4 participates, will support the replication of the Bendale Acres model within Georgian Manor.

 **Adult Day Program**

- Centres d’Accueil Héritage (CAH) continues to offer an Adult Day Program in Durham for Francophone Seniors. With support from the LHIN and Entité 4, CAH and Oshawa Seniors Citizens Centre continue to collaborate to offer a Falls Prevention program to Adult Day Program participants which helps them maintain their autonomy.

Falls Prevention Classes	Number of participants
Session 1 - September to December 2017	11
Session 2 – January to March 2018	10



4. END OF LIFE AND PALLIATIVE CARE

In 2017-2018, we pursued our efforts to facilitate access for Francophones and their families to palliative care services in French. At the provincial level, and through our participation in Palliative Care Planning Tables in each of our partner LHINs, we submitted recommendations to the Ontario Palliative Care Network on their three-year work plan. Recommendations were made around the following elements:

- **Linguistic Identification** of patients to ensure that patients and their families obtain reliable information on palliative care, receive support during this difficult time, and obtain help in navigating the system to ensure they receive services in French when available.
- **Inventory of services available in French.** This will help HSPs who do not have the capacity to offer FLS in referring patients to establishments who can offer services which are linguistically and culturally adapted. When collecting this data, existing services available in French should be clearly indicated to ensure HSPs have a global view of regional resources.

We also continue to support various committees on palliative care which are still developing their local strategies to improve patient experience and quality of services.

- **Central LHIN:** We are collaborating in the development of a workplan which focuses in part on the implementation of a palliative care model at the sub-regional level, but adapted for the particular challenges faced by minority groups (Francophones, First Nations Inuit Metis)
- **NSM LHIN:** In order to fill gaps in services available in French and to better structure access to services, Entité 4 recommended the identification of Hospice Huronia. This HSP has made important progress in its FLS Workplan and, in 2019, will be opening a 5-bed palliative care establishment funded by NSM LHIN. Education sessions are scheduled to reach the Francophone community who live with a chronic condition or a life-limiting illness.
- **Central East LHIN:** We are working with the Palliative Care Steering Committee which has established 4 priorities: Establish common and consistent palliative care terminology to be utilized across Central East region, develop a care coordination process at the time of transition, implement an Advanced Care Planning Strategy, and conduct a review and implement an education and awareness strategy for HSPs. Over this fiscal period, we have worked with the LHIN to explore the possibility of funding a palliative care navigation project in the Scarborough area in partnership with Scarborough Centre for Health Communities.

PERFORMANCE INDICATORS

To measure progress in the operationalization of this strategy, we decided to use the following performance indicators. The indicators⁴ below are deliberately linked to systemic actions as the latter are within the LHINs' and Entité 4' purview.

⁴ Missing data will be included once the 2017-2018 FLS Reports have been received and analyzed

Nota: Certain performance indicators reported in previous year have been removed due to lack of information provided by HSPs. New indicators which provide more relevant data have been added. New indicators are shown in blue.

* Indicates that committees ceased activities during the fiscal year

** Indicates LHIN and HCC Integration

	Baseline as of April 2016			Comments	March 2017			Comments	March 2018			Comments
Indicators	NSM	C	CE		NSM	C	CE		NSM	C	CE	
Planning												
# of francophone representatives at LHIN planning tables	3	1	2	NSM: - Leadership Council - MH & A Council - Health Link Community of practice C: - CDPMC Council CE: - Vascular Health Aim Coalition - MH & A Council	6	3	3	NSM: - Leadership Council - SGS Clinical working group - MH & A Coordinated Council - Health Link Community of practice - Personal Support Services - Regional Palliative Care Network Steering Committee C: - CDMPSCC Council - Central Palliative Care Coordination Network - Central LHIN Integrated Advisory Council CE: - Regional Palliative Care Steering Committee - Vascular Health Aim coalition - Mental Health and A Council	6	9	10	NSM: - Leadership Council - SGS Clinical working group* - MH & A Coordinated Council - Health Link Community of practice - Personal Support Services* - Regional Palliative Care Network Steering Committee C: - Dementia Strategy Advisory Committee - North York Central, Central and Eastern York Sub-regions - CDMPSCC Council* - Central Palliative Care Coordination Network - Central LHIN Integrated

												Advisory Council - FLS Compliance working group CE: - Health Equity Working Group - Regional Palliative Care Steering Committee - Vascular health Aim coalition* - Mental Health and A Council* - Regional Quality Table - Scarborough North and South sub-region - Durham West and North East Sub-region - FLS Task Force- HCC
# of working tables on FLS which include HSPs	2	1	4	NSM: - SNM FLS Community of practice - Chigamik Navigator project working group* C: - BC CHC CE: - Table Francophone de concertation de Durham - Coalition des Francophones de Scarborough - Bendale Acres Steering Committee Multiple LHINs - C & CE: Cognitive health Steering Committee	1	2	3	NSM: - SNM Community of practice C: - North York West FLS Advisory Committee - MH&A Partnership for FLS CE: - Table Francophone de concertation de Durham - Coalition des Francophones de Scarborough - C Bendale Acres Steering Committee Multiple LHINs	6	2	4	NSM: - SNM Community of practice - CHC'S FLS Working Group - OSMH, Georgian Manor, GBGH and Wendat FLS committees C: - North York West FLS Advisory Committee - MH&A Partnership for FLS CE: - Table Francophone de concertation de Durham - Coalition des Francophones de Scarborough - Bendale Acres FLS Steering committee

								- C & CE: Cognitive health steering Committee				- Bendale Acres FLS Working Group Multiple LHINs - C & CE: Cognitive Health Steering Committee
# of meetings per year	4	4	8	Between April 1, 2015 and March 31, 2016 cf Tables/Working Groups above	4	4	8	Between April 1, 2016 and March 31, 2017 Cf. Tables/Working Groups above	4	4	4	Between April 1, 2017 and March 31, 2018 Cf. Tables/Working Groups above
# of agencies who completed the FLS report	59	72	80	NSM: Cf. Summary FLS report - 2015-16 (Submitted May 30, 2016) C: FLS report 2015-2015 Submitted May 30, 2016) CE: FLS report 2015-2016 Submitted May 30, 2016)	63	78	114	NSM: Cf. Summary FLS report - 2016-17 (Submitted April 30, 2017) C: FLS report 2016-2017 Submitted April 30, 2017) CE: FLS report 2016-2017 Submitted April 30, 2017)	57	51	91	As of May 16, 2018 Cf Ozi reporting Tool
# of identified agencies who completed the FLS report	10	3	3	NSM: Cf. Summary FLS report - 2015-16 (Submitted May 30, 2016) C: FLS report submission CE: FLS report submission	9	2	2	NSM: Cf. Summary FLS report - 2016-17 (Submitted April 30, 2017) C: FLS report 2016-2017 Submitted April 30, 2017) CE: FLS report 2016-2017 Submitted April 30, 2017)	9	3	3	As of May 16, 2018 Cf Ozi reporting Tool
Engaging												

# of community engagement activities or consultations organized by, or in partnership with, the LHINs	3	4	3	NSM: - 2 Patient First (Penetang & Barrie) - IHSP (Compass) C: - 2 IHSP 4 - Patient First (York Table) - BC CHC CE: - 2 IHSP 4 - Patient First	1	2	2	NSM: - Care Connections C: - Cognitive Health & Dementia - BC CHC CE: - Cognitive Health Durham region - Cognitive health project Scarborough	1	2	2	NSM: - Healthy Barrie Community engagement session C: - Black Creek CHC CE: - TAIBU CHC - Mental Health & A System Review
# of Francophone community events that Entité 4 participated	-	-	-		6	3	4		10	13	9	Cf: Community engagement Tracking Tool for Entité 4 participation in community events
Building												
# of organizations indicating in their FLS report that a systematic process exists to identify Francophone clients	47	47	3	Nota: Most HSPs reported using more than one method to identify Francophones. The most utilized are: - Language of preference - Mother tongue	70	73	-	Nota: Most HSPs reported using more than one method to identify Francophones. The most utilized are: - Language of preference - mother tongue	-	-	-	Cf: Ozi reporting Tool
Awareness: # of Active Offer workshops offered to HSPs	-	-	-		2	-	2		7	6		

# of total participants					45		18		262	69		
# of Francophone clients identified	201	332		NSM: Cf. Summary FLS report - 2014-15 (Submitted May 30, 2015) C: 135 based of 2015-2016 FLS reports (Plus 197 clients which are the number of clients for the Black Creek French language navigator service)	405	780	2748	NSM: Cf. Summary FLS report - 2016-17 (Submitted April 30, 2017) C: FLS report 2016-2017 Submitted April 30, 2017) CE: FLS report 2016-2017 Submitted April 30 2017)	-	-	-	Cf Ozi reporting Tool
Sustaining												
# of geographical or sectoral analyses performed regarding identification of HSPs	0	0	0		0	0	0		1	1	1	NSM: Palliative care C: Primary Care and CDPM CE: Primary care
# of new HSPs who have achieved designation or partial designation, or are identified	0	0	0						1	0	1	NSM: GBGH Partial Designation CE: TAIBU CHC

# of identified Agencies	8	3	3	NSM: Beechwood (D)	8	3	2	NSM: Beechwood (D)	8	2	3	NSM: Beachwood (D)
# of designated Agencies	2	0	0	CMHA - Barrie Georgian Manor NSM CCAC** Waypoint Chigamik RVH GBGH (PD) OSMH Wendat C CCCAC** NYGH Southlake Regional Health Centre CE CE CCAC** Bendale Acres CAH	2	0	0	CMHA - Barrie Georgian Manor NSM CCAC** Waypoint Chigamik RVH GBGH (PD) OSMH Wendat C CCCAC** NYGH Southlake Regional Health Centre CE CE CCAC** Bendale Acres CAH	2	-	-	CMHA - Barrie Georgian Manor Waypoint Chigamik RVH GBGH (PD) OSMH Wendat C NYGH Southlake Regional Health Centre CE Bendale Acres CAH TAIBU CHC

NEXT STEPS

1. **Provincial FLS Working Group:** Continue work at the provincial level to develop FLS performance indicators, develop new accountability agreements and assess capacity at the local level
2. **Sub-Regions:** Strengthen our participation at the various sub-region tables to embed a Francophone perspective in new initiatives.
3. **Home and Community Care:** Maintain collaboration with our partner LHINs to implement actions plans designed to improve organizational capacity to offer FLS.
4. **Data Collection:** continue to support OZi deployment by vetting information provided by HSPs and provide support and guidance to HSPs in the development services.
5. **Community Engagement:** support LHINs in engaging Francophone communities to help identify priorities for their 2019-2022 IHSPs and our joint three-year strategy for the same period, through consultations, focus groups and health equity forums (one in each LHIN).
6. **Active Offer:** facilitate more workshops and information sessions on this topic, and the importance of collecting linguistic information from patients, with a focus on Central East LHIN.
7. **Support and Guidance for HSPs:** offer more support to HSPs communities of practice or working groups throughout our catchment area to foster collaboration and sharing of best practices.
8. **Promotion of Services:** continue to promote existing services and encourage Francophones to use them.
9. **Sustainability of Services:** ensure existing programs continue to be available within HSP organizations, advise the LHINs on the pertinence of identifying certain providers and guide those who are engaged in the designation process.

Sectoral Actions:

1. Primary Care, Chronic Disease Prevention and Self-Management:

- ✚ Continue to support TAIBU CHC in its efforts to obtain an IPC team to address the ever-increasing needs of Scarborough Francophones (Central East LHIN).
- ✚ Support Carea CHC in reinforcing its ties with Francophone communities in Durham Region and thus expanding its French health promotion program (Central East LHIN).
- ✚ Support Black Creek in addressing the increasing need for FLS services through the implementation of an IPC team which has a Francophone component (Central LHIN).
- ✚ Continue to support the collaboration between the three NSM CHCs with the help of the Francophone system navigator and promoter, and reinforce services being offered at Barrie CHC to ensure Francophones have access to primary care services in French (NSM LHIN).

2. Mental Health & Addictions

- ✚ Continue to support Toronto North Support Services' (TNSS) request for funding of two more bilingual case manager positions to cover York Region and North York areas, with a particular focus on the City of Markham (Central LHIN).
- ✚ Recommend the identification of TNSS for the provision of FLS in Central LHIN (Entité 4)

- ✚ Support CHMA Durham with the implementation of its mental health initiative in Durham Region through the Francophone Outreach Worker (Central East LHIN and Entité 4).
- ✚ Support the implementation of the Opioid Strategy in NSM LHIN through the services offered by a registered nurse at the RAAM clinic in RVH and a community addiction counsellor in CMHA South Simcoe (NSM LHIN & Entité 4).

3. Home and Community Care

- ✚ Explore the funding request for a Mobile Memory Clinic submitted by Centres d'Accueil Héritage as well as its implementation, in collaboration with Reflet Salvéo and Toronto Central LHIN (Central East LHIN).
- ✚ Continue to support Alzheimer Society Durham Region in developing relationships with Francophone communities in Durham, and expand the dementia initiative to Peterborough, Kawartha Lakes and Haliburton (Central East LHIN and Entité 4).
- ✚ Continue to support Centres d'Accueil Héritage in expanding services offered to Durham Region seniors, with a focus on home care for autonomous individuals who require some assistance to remain at home as long as possible (Central East LHIN).

4. Palliative Care

- ✚ Continue to participate in the various palliative care tables, and support the development of strategies which take the needs of Francophones into consideration (Entité 4).
- ✚ Support Hospice Huronia in fulfilling FLS requirements for identification by NSM LHIN, and provide guidance to ensure that they are fully compliant prior to the inauguration of their new facility in 2019 (NSM LHIN & Entité 4).
- ✚ Continue to explore a Francophone Nurse Navigator model for French speaking patients in need of palliative care who would serve the entire Central East LHIN territory. This could be leveraged through partnerships between TAIBU CHC and the Scarborough Centre for Healthy Communities (Central East LHIN).

CONCLUSION

Two years into our strategy, we find that many of the objectives outlined in our work plan have been achieved. It is not without pride that we can say that these initiatives and projects have truly increased access to health services in French. The key success factor is, of course, the close working relationship between Entité 4, our three partner LHINs, HSPs and community organizations. We look forward to continuing our collaboration with all our partners.

APPENDIX 1: RECOMMENDATIONS MADE TO CENTRAL EAST LHIN

Summary Table

Recommendation	Year	Description	Status	Comments
Planning the offer of French language health services				
Alignment of LHIN – Entité planning cycles	2015	<p>In an effort to align planning cycles for both the Entité and the LHINs, it is recommended:</p> <p>that triennial Joint Action Plans be adopted as of 2016-2017. The planning cycles of the JAP and the Integrated Health Services Plan (IHSP) will thus be aligned which will lead to the development of common priorities;</p> <p>that joint annual work plans continue to be developed in alignment with LHIN Annual Business Plans;</p> <p>that performance indicators for the Joint Action Plan be developed to evaluate progress.</p>	Implemented	
2016-2019 IHSPs	2014	<p>When the LHINs started the development of their 2016-2019 Integrated Health Services Plans (IHSPs), Entité 4 made the following recommendations:</p> <p>that the Central, Central East and North Simcoe Muskoka LHINs work in collaboration with Entité 4 throughout the development process when organizing consultations of the Francophone community;</p> <p>that the Central, Central East and North Simcoe Muskoka LHINs recognize Entité 4 as a partner in the operationalization of the 2016-2019 IHSP;</p> <p>that the Central, Central East and North Simcoe Muskoka LHINs continue to identify Francophones as a priority population.</p>	Implemented	
LHIN Governance	2015	<p>In an effort to standardize our work approach with all three LHINs, it is recommended:</p> <p>that a presentation be made by Entité 4 to each LHIN Board on an annual basis;</p> <p>that monitoring indicators for French language services be developed jointly and results presented to each LHIN Board annually.</p>	implemented	

Recommendation	Year	Description	Status	Comments
Community Profiles	March 2017	Entité 4 recommends that the community profiles be modified to represent Francophones based on the Inclusive Definition of Francophones adopted by the Government of Ontario in 2009 and that this information replace the data based on knowledge of official languages.	In progress	CE LHIN will integrate IDF on Phase 2 Sub-regions Profile
Engaging the community				
Healthline	2014	Entité 4 believes that the enhanced data collection module provides a cost-effective solution to meet the needs of both the Francophone community and HSPs looking to refer patients to French-language services. Entité 4 believes that the LHINs should support their respective CCACs should they decide to activate the enhanced data collection module.	Under review	
Building Health Service Provider Capacity				
Support and Guidance to Health Service Providers	2015	<p>In an effort to standardize its approach with Health Service Providers across all three LHINs, it is recommended that a common process be adopted to support HSPs in the development of their capacity to offer French language services, such as the document produced by the FLS Coordinators' network.</p> <p>This document could outline:</p> <ul style="list-style-type: none"> roles and responsibilities (LHIN and Entity) best practices, as well as available tools and documents, for example: <ul style="list-style-type: none"> issuing letter detailing obligations of an identified or designated health service provider (i.e. such as the letter issued by SNM LHIN to all its identified and designated providers). setting up regular meetings with various providers (for example, an annual meeting with identified organizations to review the French language services implementation plan). 	Implemented	

Recommendation	Year	Description	Status	Comments
		<p>raising awareness through such activities as a « Lunch & Learn » or a workshop on active offer.</p> <p>reviewing wording regarding FLS obligations in SAAs (including reporting on FLS)</p>		
Sustaining Service Offer over Time				
Standardized process for identifying health service providers	2015	<p>Entité 4 would like to commend the work done by FLS Coordinators from all LHINs which resulted in the publication of a “Guide to identification of Health Service Providers”. This document outlines the criteria for identification, and provides details about each stage of the process.</p> <p>In order to determine how this process will be applied locally, Entité 4 recommends:</p> <p>that respective roles and responsibilities of Entité 4 and its partner LHINs be clarified for each stage;</p> <p>that a calendar be developed for reviewing the list of all identified organizations.</p>	In progress	<p>Central, Central East and North Simcoe Muskoka LHINs have approved, in principle, adoption of a standardized process for identification of health service providers.</p> <p>Planning Officers and FLS Coordinators will present a proposed standardized process as well as a meeting schedule for approval.</p>
Standardized process for accompanying health service providers towards designation	2015	In order to clarify respective roles and responsibilities of all parties within the designation process (Ministry, LHIN, Entité 4, HSPs), it is recommended that Central, Central East, North Simcoe Muskoka LHINs and Entité 4 adopt a standardized process to accompany HSPs requesting designation.	Implemented	Planning Officers and FLS Coordinators will prepare a draft document which will be presented to LHIN Senior Directors.
Identification of TAIBU CHC	November 2016	Entité 4 recommends that Central-East LHIN identify TAIBU CHC to offer French language services in Scarborough.	Implemented	

Recommendation	Year	Description	Status	Comments
Priority sectors: Primary care				
Enhancing Access to Primary Care for Francophone Communities in Scarborough	2015	Entité 4 recommends that the Central East LHIN provide funding to Taibu CHC for a full-time bilingual Nurse Practitioner to better serve the Francophone community in the Scarborough area.	Implemented	
Priority sectors: Care for Seniors				
A Community Navigator for Francophone Seniors in Durham Region	2015	Entité 4 recommends to Central East LHIN to fund the Francophone Community Navigator Project for Durham Region presented by Centres d'Accueil Héritage (CAH).	Not implemented	
Mobile Memory Clinic	2017	Entité 4 recommends to Central East LHIN to fund the Mobile Integrated Memory Clinic to be implemented across Central East and Toronto Central LHIN by Centre D'Accueil Héritage.	Under Review	CAH submitted HSIP to both LHINs.
Priority sectors: Home and community care				
A Community Navigator for Francophone	2015	Entité 4 recommends to Central East LHIN to fund the Francophone Community Navigator Project for Durham Region presented by Centres d'Accueil Héritage (CAH).	Not implemented	

Recommendation	Year	Description	Status	Comments
Seniors in Durham Region				
Palliative Care	September 2016	<p>It is recommended that Central East LHIN ensure Francophones are represented at the palliative care planning table by inviting an Entité 4 representative to be part of the committee, for example.</p> <p>It is recommended that priorities expressed by Francophones regarding access to reliable information, training and system navigation be discussed when developing the regional strategy on palliative care.</p> <p>It is recommended that Central East LHIN, the Central East Palliative Care Network, Central East CCAC and Entité 4 work together to implement a structured system within the Palliative Care Interdisciplinary Teams permitting systematic identification of francophone patients and case management in French by available resources;</p> <p>It is recommended that Central East LHIN and Entité 4 continue their efforts to raise health services provider awareness regarding French language health services and the principle of active offer.</p>	Partially implemented	Entité 4 sits on the Regional Palliative Care Steering Committee
Priority sectors: Mental Health and Addictions				
Implementation of Phase II – Open Minds, Healthy Minds (years 4 to 10) - Ontario’s Comprehensive	2015	<p>It is recommended that Central East LHIN ensure that projects financed under Phase II of the Open Minds, Healthy Minds comprehensive mental health and addictions strategy be linguistically and culturally adapted to serve the francophone community in its territory</p> <p>It is recommended that Central EAST LHIN jointly identify with Entité 4 a project to be implemented during Phase II of Ontario’s comprehensive mental health and addictions strategy, in order to better serve the francophone community.</p>	Implemented	CMHA Durham received funding for this initiative

Recommendation	Year	Description	Status	Comments
Mental Health and Addictions Strategy		CMHA Durham submitted HSIP for an outreach worker to be hired within fiscal 2017-2018. Funding provided.		
First Aid in Mental Health Program	2015	Entité 4 recommends that Central East LHIN support Durham CMHA in offering the Mental Health First Aid program in French for Francophones.	Implemented	The proposal submitted by CMHA Durham to hold these workshops has been approved by Central East LHIN.

APPENDIX 2: RECOMMENDATIONS MADE TO CENTRAL LHIN

Summary Table

Recommendation	Year	Description	Status	Comments
Planning the offer of French language health services				
Alignment of LHIN – Entité planning cycles	2015	In an effort to align planning cycles for both the Entité and the LHINs, it is recommended: that triennial Joint Action Plans be adopted as of 2016-2017. The planning cycles of the JAP and the Integrated Health Services Plan (IHSP) will thus be aligned which will lead to the development of common priorities; that joint annual work plans continue to be developed in alignment with LHIN Annual Business Plans; that performance indicators for the Joint Action Plan be developed to evaluate progress.	Implemented	
2016-2019 IHSPs	2014	When the LHINs started the development of their 2016-2019 Integrated Health Services Plans (IHSPs), Entité 4 made the following recommendations: that the Central, Central East and North Simcoe Muskoka LHINs work in collaboration with Entité 4 throughout the development process when organizing consultations of the Francophone community; that the Central, Central East and North Simcoe Muskoka LHINs recognize Entité 4 as a partner in the operationalization of the 2016-2019 IHSP; that the Central, Central East and North Simcoe Muskoka LHINs continue to identify Francophones as a priority population.	Implemented	
LHIN Governance	2015	In an effort to standardize our work approach with all three LHINs, it is recommended:	Implemented	

Recommendation	Year	Description	Status	Comments
		that a presentation be made by Entité 4 to each LHIN Board on an annual basis; that monitoring indicators for French language services be developed jointly and results presented to each LHIN Board annually.		

Recommendation	Year	Description	Status	Comments
Engaging the community				
Healthline	2014	Entité 4 believes that the enhanced data collection module provides a cost-effective solution to meet the needs of both the Francophone community and HSPs looking to refer patients to French-language services. Entité 4 believes that the LHINs should support their respective CCACs should they decide to activate the enhanced data collection module.	Under review	
Proactive community engagement: developing work tables	2014	Entité 4 proposes to explore with Central LHIN the pertinence of using a community engagement model similar to the one developed in Central East LHIN, more particularly within areas with larger concentrations of Francophones. The objectives of these work tables are to identify needs, initiate dialogue with key stakeholders, and engage community leaders.	In progress	
Building Health Service Provider Capacity				
Support and Guidance to	2015	In an effort to standardize its approach with Health Service Providers across all three LHINs, it is recommended that a common process be adopted to support HSPs in the development of their capacity to offer French language services, such as the document produced by the FLS Coordinators' network. This document could outline :	Partially implemented	

Health Service Providers		<p>roles and responsibilities (LHIN and Entity)</p> <p>best practices, as well as available tools and documents, for example :</p> <p>issuing letter detailing obligations of an identified or designated health service provider (i.e. such as the letter issued by SNM LHIN to all its identified and designated providers).</p> <p>setting up regular meetings with various providers (for example, an annual meeting with identified organizations to review the French language services implementation plan).</p> <p>raising awareness through such activities as a « Lunch & Learn » or a workshop on active offer.</p> <p>reviewing wording regarding FLS obligations in SAAs (including reporting on FLS)</p>		
Sustaining Service Offer over Time				
Standardized process for identifying health service providers	2015	<p>Entité 4 would like to commend the work done by FLS Coordinators from all LHINs which resulted in the publication of a “Guide to identification of Health Service Providers”. This document outlines the criteria for identification, and provides details about each stage of the process.</p> <p>In order to determine how this process will be applied locally, Entité 4 recommends:</p> <p>that respective roles and responsibilities of Entité 4 and its partner LHINs be clarified for each stage;</p> <p>that a calendar be developed for reviewing the list of all identified organizations.</p>	In progress	
Standardized process for accompanying health service providers towards designation	2015	<p>In order to clarify respective roles and responsibilities of all parties within the designation process (Ministry, LHIN, Entité 4, HSPs), it is recommended that Central, Central East, North Simcoe Muskoka LHINs and Entité 4 adopt a standardized process to accompany HSPs requesting designation.</p>	Implemented	

Identification of Black Creek CHC	March 2018	Entité 4 recommends that Central LHIN identify Black Creek CHC for the offer of French Language Services	Under Review	
Priority sectors: Primary care				
Enhancing Access to Primary Care for Francophone Communities in North York West	2015	Entité 4 recommends that the Central LHIN fund the Francophone navigator project for North York West presented by Black Creek CHC under the proposal entitled French Language Health Action Plan.	Implemented	
Priority sectors: Care for Seniors				
Priority sectors: Home and community care				
Palliative Care	September 2016	<p>It is recommended that Central LHIN ensure that projects financed under Phase II of the Open Minds, Healthy Minds comprehensive mental health and addictions strategy be linguistically and culturally adapted to serve the francophone community in its territory</p> <p>It is recommended that Central LHIN involve Entité 4 in the local planning exercise for Phase II of this strategy to allow inclusion of the francophone perspective.</p> <p>It is recommended that Central LHIN jointly identify with Entité 4 a project to be implemented during Phase II of Ontario's comprehensive mental health and addictions strategy, in order to better serve the francophone community.</p>	Partially implemented	Entité 4 sits on the Regional Palliative Care Network

Priority sectors: Mental Health and Addictions				
<p>Implementation of Phase II – Open Minds, Healthy Minds (years 4 to 10) - Ontario’s Comprehensive Mental Health and Addictions Strategy</p>	<p>2015</p>	<p>It is recommended that Central LHIN ensure that projects financed under Phase II of the Open Minds, Healthy Minds comprehensive mental health and addictions strategy be linguistically and culturally adapted to serve the francophone community in its territory</p> <p>It is recommended that Central LHIN involve Entité 4 in the local planning exercise for Phase II of this strategy to allow inclusion of the francophone perspective.</p> <p>It is recommended that Central LHIN jointly identify with Entité 4 a project to be implemented during Phase II of Ontario’s comprehensive mental health and addictions strategy, in order to better serve the francophone community.</p> <p>Toronto North Support Services requested funding for an Outreach Worker position. Funding provided.</p>	<p>Implemented</p>	

APPENDIX 3: RECOMMENDATIONS MADE TO NORTH SIMCOE MUSKOKA LHIN

SUMMARY TABLE

Recommendation	Year	Description	Status	Comments
Planning the offer of French language health services				
Alignment of LHIN – Entité planning cycles	2015	In an effort to align planning cycles for both the Entité and the LHINs, it is recommended: that triennial Joint Action Plans be adopted as of 2016-2017. The planning cycles of the JAP and the Integrated Health Services Plan (IHSP) will thus be aligned which will lead to the development of common priorities; that joint annual work plans continue to be developed in alignment with LHIN Annual Business Plans; that performance indicators for the Joint Action Plan be developed to evaluate progress.	Implemented	
2016-2019 IHSPs	2014	When the LHINs started the development of their 2016-2019 Integrated Health Services Plans (IHSPs), Entité 4 made the following recommendations: that the Central, Central East and North Simcoe Muskoka LHINs work in collaboration with Entité 4 throughout the development process when organizing consultations of the Francophone community; that the Central, Central East and North Simcoe Muskoka LHINs recognize Entité 4 as a partner in the operationalization of the 2016-2019 IHSP; that the Central, Central East and North Simcoe Muskoka LHINs continue to identify Francophones as a priority population.	Implemented	
LHIN Governance	2015	In an effort to standardize our work approach with all three LHINs, it is recommended:	Implemented	

Recommendation	Year	Description	Status	Comments
		<p>that a presentation be made by Entité 4 to each LHIN Board on an annual basis;</p> <p>that monitoring indicators for French language services be developed jointly and results presented to each LHIN Board annually.</p>		
Engaging the community				
Healthline	2014	Entité 4 believes that the enhanced data collection module provides a cost-effective solution to meet the needs of both the Francophone community and HSPs looking to refer patients to French-language services. Entité 4 believes that the LHINs should support their respective CCACs should they decide to activate the enhanced data collection module.	Implemented	
Building Health Service Provider Capacity				
Support and Guidance to Health Service Providers	2015	<p>In an effort to standardize its approach with Health Service Providers across all three LHINs, it is recommended that a common process be adopted to support HSPs in the development of their capacity to offer French language services, such as the document produced by the FLS Coordinators' network.</p> <p>This document could outline :</p> <p>roles and responsibilities (LHIN and Entity)</p> <p>best practices, as well as available tools and documents, for example :</p> <ul style="list-style-type: none"> issuing letter detailing obligations of an identified or designated health service provider (i.e. such as the letter issued by SNM LHIN to all its identified and designated providers). setting up regular meetings with various providers (for example, an annual meeting with identified organizations to review the French language services implementation plan). raising awareness through such activities as a « Lunch & Learn » or a workshop on active offer. reviewing wording regarding FLS obligations in SAAs (including reporting on FLS) 	Partially implemented	

Recommendation	Year	Description	Status	Comments
Sustaining Service Offer over Time				
Standardized process for identifying health service providers	2015	<p>Entité 4 would like to commend the work done by FLS Coordinators from all LHINs which resulted in the publication of a “Guide to identification of Health Service Providers”. This document outlines the criteria for identification, and provides details about each stage of the process.</p> <p>In order to determine how this process will be applied locally, Entité 4 recommends:</p> <p>that respective roles and responsibilities of Entité 4 and its partner LHINs be clarified for each stage;</p> <p>that a calendar be developed for reviewing the list of all identified organizations.</p>	In progress	
Standardized process for accompanying health service providers towards designation	2015	In order to clarify respective roles and responsibilities of all parties within the designation process (Ministry, LHIN, Entité 4, HSPs), it is recommended that Central, Central East, North Simcoe Muskoka LHINs and Entité 4 adopt a standardized process to accompany HSPs requesting designation.	Implemented	
Support and Guidance through the Designation Process – Georgian Bay General Hospital	2015	<p>It is recommended that NSM LHIN and Entité 4 collaboratively support GBGH in its efforts to obtain partial designation.</p> <p>It is recommended that NSM LHIN and Entité 4 adopt a joint process to accompany HSPs with their designation requests, in order to clearly define respective roles</p> <p>It is recommended that NSM LHIN invite Entité 4 to sit on the committee in charge of assessing all designation requests presented to NSM LHIN and providing evidence of compliance to designated HSPs within the NSM LHIN territory.</p>	Implemented	

Recommendation	Year	Description	Status	Comments
Identification of Hospice Huronia	January 2018	Entité 4 recommends that NSM LHIN identify Hospice Huronia for the provision of French Language Palliative Care Services in North Simcoe Muskoka region.	Under Review	
Priority sectors: Primary care				
Enhancing Access to Primary Care for Francophone Communities in Barrie	2015	Entité 4 recommends that NSM LHIN provide funding to Chigamik CHC for the opening of a satellite office in Barrie.	Under review	
Priority sectors: Care for Seniors				
Appointment of a lead agency for SGS Program	2015	Entité 4 recommends that NSM LHIN ensure the agency appointed for specialized geriatric programs has the capacity to serve the Francophone population; Entité 4 recommends that NSM LHIN facilitate a meeting between Entité 4 and the appointed agency in order to discuss needs and priorities of Francophone seniors within NSM LHIN catchment area.	Implemented	
Palliative Care	2016	It is recommended that Entité 4 meet with NSM LHIN's palliative care lead and key stakeholders to present the environmental study and discuss next steps. It is recommended that NSM LHIN ensure Francophones are represented at the palliative care planning table by inviting an Entité 4 representative to be part of the committee, for example.	Partially implemented	Entité 4 sits on the NSM Hospice Palliative Care Network.

Recommendation	Year	Description	Status	Comments
		<p>It is recommended that priorities expressed by Francophones regarding access to reliable information, training and system navigation be discussed when developing the regional strategy on palliative care.</p> <p>It is recommended that NSM LHIN, the NSMHPCN and Entité 4 work together to implement a structured system permitting systematic identification of francophone patients and case management in French by available resources;</p> <p>It is recommended that NSM LHIN and Entité 4 continue to accompany RVH, GBGH, Beechwood and Georgian Manor in developing their capacity to provide services in French.</p>		
Priority sectors: Mental Health & Addictions				
Implementation of Phase II – Open Minds, Healthy Minds (years 4 to 10) - Ontario’s Comprehensive Mental Health and Addictions Strategy	2015	<p>It is recommended that North Simcoe Muskoka LHIN ensure that projects financed under Phase II of the Open Minds, Healthy Minds comprehensive mental health and addictions strategy be linguistically and culturally adapted to serve the francophone community in its territory</p> <p>It is recommended that North Simcoe Muskoka LHIN involve Entité 4 in the Mental Health First Aid program and the Common Point of Identification project, two initiatives selected for phase II of Ontario’s Mental health and addictions strategy.</p>	Partially implemented	

APPENDIX 4: COMMUNITY ENGAGEMENT ACTIVITIES INVENTORY

Date	Location	Organized by	Name of event	Target Audience	Participation Level Spectrum	# Participants
8-Apr-17	Richmond Hill	AFRY	Foire de la francophonie	York Francophone Community	Consult	26
20-Apr-17	North York	ÉSC Monseigneur-de-Charbonnel	Rencontre parents-professeurs	York Francophone Community	Consult	5
25-May-17	Durham	Acfo DP	AGA	Durham Francophone Community	Consult	25
25-May-17	Midland	Georgian Manor		Residents and families	Inform	50
28-May-17	Aurora	AFRY	AGA	York Francophone Community	Consult	25
13-Jul-17	Oshawa	CAH	Questions au service de jour	Adult Day Program participants	Consult	11
15-Jul-17	Lafontaine	Meute culturelle	Festival du loup	Simcoe Francophone Community	Consult	38
16-Sep-17	Borden	BFC Borden	Jour de la famille à Borden	CFB Borden families	Consult	12
20-Sep-17	Barrie	Colibri	AGA	Barrie Francophone Community	Consult	25
22-Sep-17	Midland	Patrick Brown	A Day for Seniors	Midland Seniors	Inform	25
24-Sep-17	Stouffville	AFRY	Épluchette de blé d'inde	York Francophone families	Involve	8
29-Sep-17	Midland	La Clé	AGA	Midland Francophone Community	Consult	40
8-Oct-17	Durham	L'Amicale	Portes ouvertes	Durham Francophone Community	Consult	40

13-Oct-17	Scarborough	TAIBU CHC	Événement identification Taibu	Scarborough Francophone Community	Involve	50
17-Oct-17	Midland	Chigamik	AGA	York Francophone Community	Consult	20
27-Oct-17	North York	Black Creek CHC	Formation au leadership par les pairs	Staff and volunteers	Consult	7
2-Nov-17	Aurora	ÉSC Renaissance	Portes Ouvertes	York Francophone Community and families	Involve	8
9-Nov-17	North York	École élémentaire Jeanne-Lajoie	Journée bulletins et rencontres de parents	North York and Scarborough Francophone Community	Involve	21
14-Nov-17	Whitby	ÉSC St-Charles-Garnier	Portes Ouvertes	Durham Francophone Community	Involve	18
16-Nov-17	North York	ÉSC Monseigneur-de-Charbonnel	Soirée curriculum	North York Francophone Community	Involve	5
19-Nov-17	Scarborough	TAIBU CHC	Événement multiculturel pour les célébrations Canada 150	CHC TAIBU clients and partners	Collaborate	5
23-Nov-17	Barrie	École secondaire Roméo-Dallaire	Portes Ouvertes	Barrie and area Francophone Community	Involve	4
30-Nov-17	North York	École secondaire Étienne-Brûlé	Foire d'information	North York and Scarborough Francophone Community	Inform	28
8-Dec-17	Scarborough	ÉSC Père-Philippe-Lamarche	Bénédiction et Portes Ouvertes	Francophone families and partners	Collaborate	12

11-Dec-17	Barrie	Barrie and Community Family Health Team	Healthy Barrie Community Engagement Session	City of Barrie partners	Consult	25
16-Dec-17	North York	Black Creek CHC	Portes Ouvertes et Fête de Noël	CHC Black Creek clients	Involve	20
23-Jan-18	Markham	ÉÉC Ste-Marguerite-Bourgeois	Portes Ouvertes	Parents	Consult	20
29-Jan-18	York	AFRY	Consultation communautaires	York families	Consult	10
21-Feb-18	Markham	ÉÉC Ste-Marguerite-Bourgeois	Conférence sur l'acceptation des différences	Parents	Consult	3
21-Feb-18	Durham	ACFO DP	Lancement campagne Bonjour Welcome	Durham Francophone Community	Consult	40
23-Feb-18	Scarborough	La Maison	5 ans de La Maison	GTA Francophone Community	Consult	40
3-Mar-18	Barrie	Colibri	10 ans de Colibri	Barrie Francophone Community	Consult	50