



As a means of assisting OHTs with the application of the Francophone component when completing the OHT application, the Réseau has prepared the following document outlining how to incorporate the Francophone lens in the various sections of the application.

Section 1.3 - Are there specific equity considerations within your population?

It is important to note in the application the challenge regarding the lack of data on health outcomes and status for Francophones.

Taking this into consideration, there are a few data sources that can be used for the Francophone population:

- Demographics - Inclusive Definition of Francophones (IDF) based on 2016 census
- Health Status - LHIN Sub-region information for Francophones.

Section 2.2 - In your response, please reflect on whether your team is well positioned to care for your Year 1 and maturity populations. Identify any strategic advantages your team has in relation to the health and health care needs of your Year 1 and maturity populations.

In this section, it is important to mention your capacity to provide services in French to the Francophone population:

- refer to the number of providers who are designated and identified for FLS;
- state percentage of Francophone professionals that work in the region (state Francophone HR capacity % as per FLS report);
- explain how the providers address requests for FLS;
- state how many partners/providers/staff have taken the active offer training (for more information on this easy online training - less than 5 hours / person, contact the Réseau du mieux-être francophone du Nord de l'Ontario at 1-866-489-7484).

Section 2.5 - How well does your team's membership align to patient/provider referral networks?

The need to identify if the referral pattern is different for Francophones: do Francophones tend to go elsewhere, or ask for a specific service where they know they can receive FLS? i.e. outside of OHT region.

Section 2.6.2. Who else will you collaborate with? Other Collaborating Organizations

Are there FLS providers from other regions in this section i.e. Francophone psychiatry from Hôpital Montfort?

Section 2.8 What services does your team intend to provide in Year 1?

List services that are available in French to ensure FLS are available.

Section 2.9 How will you expand membership and services over time?

When noting expansion of services, it is important to identify how to expand services for Francophones - i.e. increase designation, adopt strategies to increase FR HR, develop FR partners for referrals, etc. - identify needs and plan for FLS, plans to have staff take the Active Offer training.

Section 2.10 How did you develop your Full App. Submission?

Indicate how the French Language Health Planning Entity or NE LHIN French Language Services staff were engaged and worked closely with work groups and committees to ensure the Francophone lens was incorporated throughout the application process. The Entity is also acting as a resource to the leadership council / steering committee.

Section 3.3 How do you propose to provide care coordination & system navigation services?

When talking about care coordination and system navigation, it is important to note the means of identifying Francophone clients and Francophone resources that ensures FLS throughout the continuum of care.

Section 3.4. How will your team provide virtual care?

Include opportunities to provide FLS through virtual care with Francophone professionals, i.e. Francophone psychiatry through Montfort; Virtual Care - Interprétation by OTN with L'Accueil francophone de Thunder Bay.

Section 3.5.1 How will you improve patient self-management & health literacy?

Providing services in the official language that is most comfortable for the patient has many benefits:

- improved access to health care services, particularly disease prevention and health promotion;
- improved disease prevention;
- decreased demand for health care and decreased waiting time;
- better communication and improvement of the therapeutic relationship;
- better assessment of health status;
- quicker and more precise diagnoses by improving the efficiency of primary, secondary, and tertiary health care providers;
- better compliance to prescribed treatments;
- more positive clinical outcomes;
- increased understanding of and adherence to prescribed treatment;
- greater patients' satisfaction;
- better health care;
- reduced incidences of risk management issues of service delivery.
- Referenced material: Toolbox for the Active Offer, Consortium national de formation en santé

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Section 3.6. How will you identify and follow your patients throughout their care journey?

For the Francophone population, communicating in their own language makes it easier to ask for help, explain their experiences and conditions, express their needs and be responsible for their health. As such, we will have a mechanism in place to determine the linguistic identity of our Francophone clientele from the very first point of contact so that we can offer services in French at the initial greeting and at each subsequent point of contact.

Adoption of the linguistic variable to identify and follow the patients throughout their journey:

In the absence of a provincial directive, the Entities recommend the following questions, in the spirit of the inclusive definition of Francophones (IDF), to identify Francophones for planning purposes.

The questions are the following:

1. What is your mother tongue?

A: French, English, Other

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

A: French, English

The second question allows for the inclusion of newcomers whose mother tongue is not French, but who know and understand French as an official language, as proposed by the IDF.

Section 3.7.2. How will you work with Francophone populations?

The OHT has chosen to integrate a French language services lens to other questions of the application in order to demonstrate how it is part of the service delivery model.

The Réseau du mieux-être francophone du Nord de l'Ontario (FLS Planning Entity) has been involved with the OHT since the very beginning and will continue to be a resource to our team in the planning, implementation and ongoing activities regarding services for Francophones.

The OHT is committed to comply with the *French Language Services Act* by ensuring provisions in French to their catchment area. The needs of the Francophone populations, as outlined in section 1 of this application, will be met by ensuring the following:

- Prioritize FLS services where gaps are identified;
- Implement and/or improve the active offer of FLS, meaning services that are clearly communicated, visible, available at all times, easily accessible and equivalent to the quality of services offered in English;
- Develop and work toward an OHT FLS HR recruitment strategy;
- Address issues specific to Francophone patients in service planning, design, delivery and evaluation by working in collaboration with the FLS Planning Entity;
- Also, in collaboration with the FLS Planning Entity, develop policies, bylaws and requirements related to FLS, as outlined in the FLS annual reports submitted through the OZi portal;
- Ensure information intended for patients and the general public is actively offered in French;
- Ensure Francophone patients receive information on services available in French.

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- If services needed are not offered in French by certain OHT members, the OHT will offer virtual care solutions, interpretation services or ensure provision of French services by another HSP offering FLS.

Improvements of the provision of FLS will be measured through the data collected in the FLS annual reports (OZi) and monitored by the OHT to ensure ongoing progress. Data collected will also be used to assist the OHT in the planning of FLS.

Members of the OHT will engage the Francophone population by the following means:

- Evaluation of the quality and access of FLS through client and patient surveys;
- Inclusion of Francophones on committees;
- Collaboration with the Francophone community to seek input on how to offer services and programs that meet the needs and reflect their values, cultures and experience;
- Collaboration with the FLS Planning Entity on engagement and planning activities.

OHT members will take the opportunity to complete the online training on Active Offer of FLS (www.activeoffertraining.ca/www.formationoffreactive.ca) to demonstrate their understanding and commitment to the Francophone population and to attest their willingness to enhance their working relationship with the Francophone community.

Section 4.1 Does your team share common goals, values, and practices?

Include a statement on the cultural awareness, safety and sensitivity of the Francophone population. The need for inclusion of the Francophone lens in co-design and delivery of the full continuum of care. i.e. The members will work together with respect to culturally sensitive, equitable and readily accessible services in French to meet the unique needs of the Francophone population and to improve their experience and health outcomes. By actively offering FLS to the Francophone population, we will help health care professionals provide quality services that are safe, ethical and fair.

Section 4.2 What are the proposed governance and leadership structures for your team?

Highlight the importance of a governance and operational leadership structure that will represent the needs of the Francophone population and the obligations under the FLS Act.

Also include a plan for incorporating Francophone patients, families and caregivers.

Options as per the obligations of the FLS Act for the inclusion of Francophones on the proposed governance and leadership structure - based on population and number of representatives:

- If the organization serves a community with a Francophone population greater than 10%:
 - The number of Francophones on the governance structure and the committees reflects the proportion in the community served.
- If the organization serves a community with a Francophone population that is less than 10% and the governance structure has less than 10 members:
 - The governance structure and the committees will have at least one Francophone member.
- If the organization serves a community with a Francophone population that is less than 10% and the governance structure has 10 or more members:

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- The governance structure and the committees will have at least two Francophone members.

It is important to include a statement describing the responsibilities of the governance structure and leadership team with respect to FLS as well as a detailed statement on the delivery of French language services (FLS). i.e. OHT members will serve the residents of (town/city/district) and surrounding areas and will guarantee access to quality programs and services in both official languages on a permanent basis according to the French Language Services Act. Representation of Francophones on the proposed governance and leadership structure will be based on the proportion of the Francophone population of the catchment area. The governance and the leadership structures will be responsible and accountable for ensuring the delivery of permanent and high-quality French language services.

Section 4.3.1. What is your plan for sharing information across the members of your team?

Inclusion of a statement that clearly respects the needs of Francophone organizations and the identification of Francophone patients in the planning and delivery along the continuum of care. i.e. We respect the needs of Francophone organizations and recognize that communication is fundamental to the helping relationship in a health care setting. The OHT will integrate existing policies and procedures of Francophone organizations within the plan for sharing information to ensure language and culture is respected.

Section 5.1 How will your participation on an OHT help improve individual member performance or compliance issues, if any?

Inclusion of a statement regarding demonstrated compliance to FLS Act for designated members; improved commitment to improve the provision of French language services by identified and non-identified members. i.e. The increased collaboration between HSPs who are part of our OHT will increase the compliance and the commitment toward the improvement of FLS. As per past practice, HSPs will continue to improve access and quality FLS offered to the Francophone population. Designated HSPs under the French Language Services Act (FLSA) will continue to provide health services in French in accordance with the provisions of the FLSA. HSPs identified to provide FLS will continue to improve and provide health services in French in accordance with their existing FLS capacity. HSPs not designated under the FLSA, nor identified to provide FLS, will develop mechanisms to address the needs of the Francophone community including improving their provision of FLS and providing information on local health services available in French.

Section 5.3 How does your team use patient input to change practice?

Client satisfaction surveys that include questions to evaluate the quality of French language services offered.

Inclusion / engagement of Francophones on committees i.e. clients, caregivers, members of the community, etc.

Collaboration with the Francophone community to seek input on how to offer services and programs that meet the needs and reflect their values, cultures and experience.

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Undertake community engagement with the Francophone community regarding needs assessment, strategic planning, service planning, program design, and decisions regarding services.

Section 6.5 What non-financial resources or supports would your team find most helpful?

Access to quality data on Francophone population health to support planning for French language services.

Section 6.6 Risk analysis

Under Patient Care Risks, Quality/Patient Safety - the risk of not providing services in French can impact quality and safety of patients - Risk mitigation plan - the commitment to working with the Entity and improving access to FLS.

Under Compliance Risks - the risk that competing priorities will prevent members from achieving their FLS goals - Risk mitigation - increase education and awareness (Active offer) and encourage use of existing FLS resources (Entity).

Under Resource Risks - the risk of not being able to recruit Francophone human resources - Risk mitigation - develop common strategies for recruitment, look at mechanisms to better utilize existing resources.

Under Partnership Risks - The risk of not being able to meaningfully engage Francophone population - Risk mitigation - work in partnership with Entity to plan adequately for engagements with the Francophone population.

Appendix A: Home and Community Care

Inclusion of a statement on how access to FLS is maintained and improved in the short term and long term plan and through the transition of responsibilities.

Appendix B: Digital Health

Inclusion of a statement indicating that patient access channels will be bilingual FR/Eng and indicate how this will be done.