

MEDIA RELEASE



North East LHIN and Réseau Celebrates St. Jean Baptiste Day and Quality Health Services for Francophones *New Joint Action Plan on French Language Services*

June 24, 2016 – Francophone heritage and culture are being celebrated this St. Jean Baptiste Day with the release of a French Language Services (FLS) Health Action Plan. The plan was developed in partnership with the North East Local Health Integration Network (NE LHIN), North West LHIN and the Réseau du mieux-être francophone du Nord de l'Ontario (Réseau).

This new three-year plan incorporates the collaborative work between the two LHINs and the Réseau which includes: enhancing care coordination, improving the patient experience, increasing access to services in French and reducing inequities, and strengthening the sustainability of FLS by better leveraging technology.

The plan is well aligned with the LHIN's Integrated Health Service Plan as well as the Réseau's strategic plan. It includes a range of actions including: increasing the number of designated providers, implementing activities related to an active offer of FLS, improving the collection of Francophone data to better inform planning activities.

“Equitable access to health care means Francophone Northerners are able to express themselves in their language of choice, both when they are feeling well and not so well,” said Louise Paquette, CEO of the NE LHIN. “The NE LHIN will continue its partnership work with the Réseau with our mutual goal of increasing access to quality health care services for Northern Ontario's Francophone population.”

“We are extremely pleased to be able to work with our partners on a French Language Services plan,” indicated Diane Quintas, Executive Director of the Réseau. “This demonstrates the leadership and commitment of the NE LHIN and the Réseau in ensuring equitable access to quality health services in French across the continuum of care.”



The active offer of French language services makes a big difference in a person's life. Pierrette Sylvestre, a long-term care home resident in Chapeau, is pleased to understand what her activities for the day are in French. Active offer happens when Francophones are informed of available services in French, have access to the services, and are satisfied with the service quality. For more information on active offer, [click here](#).

Facts:

- 23% of people living in Northeastern Ontario are Francophone – the largest proportion of Francophones in Ontario.
- The NE LHIN and Réseau have worked together, along with local health service providers, since 2012 to improve access to quality health services in French. This is the fifth joint action plan and the first to cover a three year period.
- As part of the health service planning process, the LHINs work in partnership with the Réseau to better meet the needs and priorities of French speaking communities.
- The plan is available online on the NE LHIN website [here](#) or on the Réseau's website [here](#).

For more information:

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