

Summary of Recommendations 2013-2014



LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO

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1. Access Points

1.1 Develop a Joint Working Mechanism for Designation

1.4 Review the process for allocating places in long-term care facilities. We recommend that patients' language be considered in the allocation of places in facilities offering services in French or in identified facilities.

1.2 Promote an Active Offer

1.2.1 Use the healthcare stories of Francophone patients provided by the RMEFNO as a best practice to raise health service providers' awareness of the importance of French language services.

1.5 Identify health service providers who demonstrate best practices in the active offer of French language services and encourage them to share these practices and success stories with other providers.

1.3 Support and Work with the Communities of Thunder Bay and Timmins

1.6 Include the RMEFNO as a stakeholder in the Health Links from the start of their planning and implementation so that it can act as the Francophone lens.

1.3.1 Work with the Francophone communities of Timmins and Thunder Bay to fill the identified gaps in French language health services.

2. Human Resources

2.1 Offer Training on Cultural and Linguistic Competencies

2.1.1 Work with organizations who offer training or workshops on cultural and linguistic competencies and on the importance of the active offer of French language services. Encourage health service providers to participate in these types of training.

2.2 Determine the possibility of setting up a professional interpretation service in the Algoma region. The use of videoconferencing (QTN) to provide this service to the population should also be considered.

2.3 The RMEFNO recommends using OTN to increase the offer of French language services for patients living in communities where there is no access to the services of bilingual professionals or specialty services.

3. Prevention and Promotion

3.1 Use Technologies for Promotion and Prevention

3.1.1 Emphasize the importance of offering programs in French in the areas of promotion and prevention and the self-management of chronic diseases.

4. Community Engagement and Service Planning

4.1 Ensure the Collection of Pertinent Data

4.3.1 The RMEFNO recommends that the LHINs ensure that the Francophone perspective is integrated from the start and throughout the development of policies, programs, activities and consultations by instituting a policy or internal best practices.

4.2 Use New Approaches for the Collection of Pertinent Data

4.2.1 Present data on French language services on an interactive map so as to enable the Francophone population to better navigate through the healthcare system and find services offered in their language.

4.3.2 We recommend that the LHINs promote this policy so that it serves as the Francophone lens in the development of health service providers' policies, programs, activities and consultations.

4.2.2 Present the information in the community profiles on an interactive map to show the distribution of Francophones across the territories of both LHINs.

4.3.3 The RMEFNO recommends that this policy be used by the LHINs to determine the eligibility of health service providers' project funding requests.

4.3 Use a Francophone Lens

4.4 Include French Language Services in Agreements with Providers

4.5 We recommend that the LHINs continue to work with the RMEFNO in order to improve the process for identification of bilingual staff and standardized evaluation of their level of linguistic competence.

4.6 The RMEFNO recommends that the LHINs support the research: A Regional Health Needs Assessment of the Francophone Population in Ontario, submitted to the Partnerships for Health System Improvement program of the Canadian Institutes for Health Research by a team from the University of Ottawa in collaboration with the RMEFNO for Northern Ontario.

4.6.1 The RMEFNO recommends to the LHINs that they endorse the Joint Position Statement on the Linguistic Variable of the *Regroupement des Entités de planification des services de santé en français de l'Ontario* and adopt the questions it proposes as a means of identifying Francophones.

4.6.2 We recommend that the LHINs support the health service providers they fund in the implementation of these questions in order to identify Francophone patients.

4.7 With the objective of facilitating the identification of Francophone patients, we recommend to the LHINs that they work with the RMEFNO to move forward on the Joint Position Statement on the Linguistic Variable of the *Regroupement des Entités de planification des services de santé en français de l'Ontario* as a means of identifying Francophone patients at the provincial level.

5. Mental Health and Addictions

5.1 The RMEFNO recommends that an analysis of services offered in French be made before service integrations to maintain the same level and the same quality French language services and active offer of these services.

5.2 The RMEFNO recommends to the LHINs that they work with providers who deliver these services to ensure an active offer of French language services for all crisis line services.

6. Other

6.1 Recognizing the essential role of the 911 emergency service in the health service continuum, even if it does not come under the jurisdiction of the LHINs, we recommend to the LHINs that they work with the RMEFNO to identify potential solutions to remedy these gaps.

Legend

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