



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

OVERVIEW OF FRANCOPHONE COMMUNITY ENGAGEMENT SESSIONS IN NORTHERN ONTARIO

HEALTH NEEDS, EXPERIENCES AND PRIORITIES

August 2025



OUR ENGAGEMENT STRATEGY

The Réseau's mandate is to ensure that Francophones in its territory have equitable access to quality health services in French.

This exercise allowed members of the Francophone community to share their challenges and concerns with us, thereby contributing to the validation of priorities and to informed planning of French-language health services.

ANTICIPATED RESULTS

- Validation of Health Priorities
- Identification of Key Findings from Experiences
- Identification of Positive Aspects
- Identification of Strategies to Improve French-Language Health Services

CONSULTATION DETAILS

- Francophone Community Members
- Sessions Conducted in French Only
- Held Virtually and In Person

14

**COMMUNITY
ENGAGEMENT
SESSIONS**

144

PARTICIPANTS



VALIDATION OF PRIORITIES FOR THE NORTH

Participants in the engagement sessions supported the six priorities identified through sessions led by our partners and other stakeholders. While recognizing the positive initiatives already in place, they reaffirmed the importance of access to primary care and the coordinated planning of French-language health services.

The validated priorities include:

- The creation of patient navigator positions to support individuals throughout their care journey.
- The development of internship opportunities to promote the recruitment and retention of bilingual professionals.
- The expansion of French-language service delivery across the entire continuum of care.
- The implementation of mandatory active offer training for all health service providers.
- The establishment of French-language virtual care clinics.
- The creation of a dedicated position for coordinating French-language services and human resources to ensure optimal alignment.



FINDINGS BASED ON PARTICIPANTS' EXPERIENCES AS FRANCOPHONE PATIENTS OR CAREGIVERS

- Limited access to French-language services in several key sectors, particularly in emergency care, mental health, home care, and long-term care.
- Longer wait times to access specialized services in French, further exacerbating inequalities in access to care.
- Active offer of French-language services is either absent or inconsistently applied, often requiring users to initiate the language request themselves.
- Patient information materials are rarely available in French, hindering understanding and informed decision-making.
- Suboptimal matching between Francophone patients and Francophone health professionals, leading to a less personalized care experience.
- Interpretation services are often inaccessible or inadequate, sometimes provided by untrained staff such as receptionists, compromising the quality and confidentiality of communication.





POSITIVE ELEMENTS OBSERVED BY PARTICIPANTS

- An increasing number of providers recognize the importance of offering active offer training to their staff.
- Promising practices are in place, such as adapting forms for Francophone patients and using internal lists to identify bilingual staff.
- Visual elements promoting the active offer of French-language services are becoming more noticeable among providers.
- Professional interpretation services are available, helping to facilitate communication for Francophone patients.
- The Réseau's initiatives and community partnerships have had tangible positive impacts, supporting better coordination and improvement of French-language service delivery.



STRATEGIES IDENTIFIED TO IMPROVE THE EXPERIENCE OF FRANCOPHONES IN THE HEALTH CARE SYSTEM

The discussions highlighted several priorities related to improving the planning of French-language services, including:

- Creating dedicated navigator and French-language service coordinator positions, or optimizing the use of existing bilingual resources.
- Expanding the availability of virtual care in French.
- Integrating active offer into routine professional practices and continuing awareness and training efforts on this principle.
- Scheduling staff based on their language skills to ensure a better match between service availability and the needs of Francophone patients.



VALIDATION OF THE RÉSEAU'S RESOURCES AVAILABLE RESOURCES

The Réseau's resources are useful and relevant and should continue to be promoted to service providers and adapted to practical needs and circumstances.

The Active Offer training, available in both English and French, is intended for anyone working or studying in the health sector or a related field.

