

French Language Services and LHINs

Presentation to CE LHIN Board Members

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December 1, 2009



Overview of Presentation

- Legal Frameworks
- French Language Health Services Strategic Directions
- LHIN Role in/Contribution to Implementation of French Language Services
- Role of the Regional French Language Health Services Consultant
- FLS in Central East LHIN

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Legal Framework 1:

French Language Services Act

- The *French Language Services Act* (FLSA) guarantees to all persons and corporate entities the right to communicate with the government and to receive services in French
- The Canadian Constitution recognizes French as one of the country's two official languages
- Ontario is home to the largest number of Francophones outside Quebec

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Office of the French Language Services Commissioner

- An independent government agency under the FLSA with two powers:
 - Power to investigate
 - Power to make recommendations
- Roles
 - Listen to the Francophone population
 - Receive and handle complaints and follow up on them
 - Increase public service awareness of the public's expectations;
 - Exercise its powers of investigation and make recommendations on the delivery of French language services;
 - Advise the Minister of Francophone Affairs and make recommendations to her



FLS Commissioner's Special Report on Health

- Issued in May 2009, the report explained the importance of integrating FLS into health care planning in Ontario and made nine recommendations to the Minister of Health and Long-Term Care, including the following directly related to LHINs:

RECOMMENDATION 4

- That the Minister of Health and Long-Term Care amend the proposed regulation on engagement of the Francophone community to make it consistent with the wording of LHSIA and ensure that it provides for true French language health planning entities for each LHIN or group of LHINs

RECOMMENDATION 7

- That LHINs' organizational structures be modified to provide for the addition of a French language services coordinator position within each LHIN at a senior level

RECOMMENDATION 8

- That clear guidelines be issued to the LHINs about establishing a clear and easy complaints procedure, as part of accountability and performance evaluation measures



Legal Framework 2:

Local Health System Integration Act (LHSIA)

- Commitment to health system that is equitable and respectful of community diversity, including Francophone and Aboriginal communities.
- LHIN is a Crown Agency subject to the FLSA
- Must ensure it engages Francophone community involved in the local health system about the system on an on-going basis.
- Must engage its French language health planning entity

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Francophone Community Engagement

- Spelled out in s. 16 of LHSIA:
 - (1) A local health integration network shall engage the community of diverse persons and entities involved with the local health system about that system on an ongoing basis, including about the integrated health service plan and while setting priorities. [...]
 - (4) In carrying out community engagement under subsection (1), the local health integration network shall engage: [...]
 - (b) the French language health planning entity for the geographic area of the network that is prescribed.

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Francophone Community Engagement Regulation: Update

- Draft proposed regulation issued for comment in August 2008
- Community feedback
- FLS Commissioner's recommendations
- Beer Report (May 2009)
- Advice from Provincial FLS Advisory Council
- Work continues

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French Language Health Services Strategic Directions (FLHS Office)

- **Access:** Ensure that Francophone population can access health services in French within reasonable reach
- **Accessibility:** Ensure the ‘active offer’ of health programs in French as well as availability of French-speaking health human resources
- **Community Engagement:** Support the active participation of Francophones in public consultations and citizen/community engagement activities
- **Integration/Coordination:** Address the needs of Francophones, and ensure that programs and health service agencies incorporate the principles of the FLSA and LHSIA, in their business processes to address the needs/concerns of Francophone clients
- **Evidence-Based Policy/Program Development:** Use the best information available about the needs of Francophones, demographic trends and the enhancement of Francophone-specific research to inform policy and program development

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LHIN Role in/Contribution to FLS Implementation as a Crown Agency

LHINs are required to:

- demonstrate and report on their integration of the principles of the FLSA in their business processes so as to address the needs and concerns of their Francophone communities
- contribute to the Ministry's RbP Report on French language services

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LHIN role in/contribution to FLS implementation as a Crown Agency

The four key results areas are:

- **Knowledge and awareness:** LHIN staff's knowledge and awareness of LHIN obligations under the FLSA and needs and concerns of the LHIN's francophone clients; the public's knowledge and awareness of LHIN obligations under the FLSA and how the LHIN meets these obligations.
- **FLS Capacity:** LHIN capacity to ensure an active offer and delivery of high-quality services in French, including services to the public delivered electronically and via partnerships.
- **Francophone Engagement:** Active participation of Francophones in public consultations and citizen/community engagement activities.
- **FLS Integration:** Increased incorporation of FLSA principles and needs and the concerns of Francophones in strategic planning and decision-making processes, as well as local health system transformation initiatives.

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LHIN role in/contribution to FLS implementation as Local Health System Planner

- Plan, fund and integrate local health services including French language health services
- Engage its FL health planning entity in local health system planning and integration activities
- Identify HSPs for the provision of French language health services
- Review designation plans and make recommendations to the Ministry for the designation of HSPs for the provision of all or partial services in French
- Develop clear accountability mechanisms with local HSPs for the provision of French language health services
- Report to the Ministry on the planning, implementation and monitoring of French language services development in the LHIN
- Contribute to the implementation of the Ministry's French language health services initiatives at the local level.

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Role of Regional FLHS Consultant

Contribute to:

- Regional health system planning, monitoring and reporting:
 - Support LHIN as Crown Agency
 - Support LHIN as Local Health System Planner
 - Support HSPs in development and implementation of FLS plans and in reporting on FLS progress
- Provincial FLS initiatives like FL primary care model, FLS indicator development, health human resources strategies, French language training, MHA strategy, health promotion...

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FLS in Central East LHIN

- Scarborough only part of LHIN designated under FLSA at present
- Application to have Oshawa/RM of Durham designated
- LHIN Francophone population concentrated in Scarborough and Durham East/West planning zones
- About 21,000 residents of LHIN have French as a mother tongue
- *With Inclusive Definition of Francophone* adopted in June, number rises to 33,000
- Only two HSPs currently identified for FLS: Bendale Acres LTC Home and Central East CCAC

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Some FLS Initiatives in Central East LHIN

- FLHS Collaborative
- FLS and HHR Survey for Central East LHIN jointly with other GTA LHINs
- Information sessions on FLS
- Involvement in CDE Project
- Contribution to community engagement around IHSP2
- Definition of FLS priorities

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For additional information:

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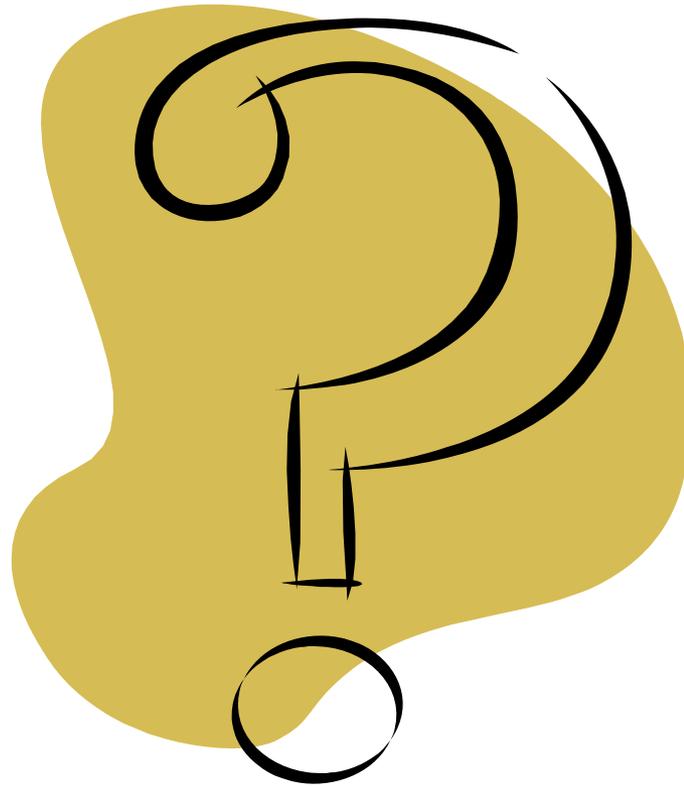
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Questions



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