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"Targeted Actions"

2013-2014 Advisory Report prepared by Reflet Salvéo
for the Central West, Toronto Central and Mississauga Halton LHINs
with recommendations for actions in 2015-2016

I. Introduction

Reflet Salvéo is one of six French-Language Health Planning Entities in Ontario. Created in 2011 pursuant to the *French Language Services Act*, Reflet Salvéo is mandated to advise the Central West, Toronto Central and Mississauga Halton Local Health Integration Networks (LHINs) on:

- methods of engaging the Francophone community;
- the health needs and priorities of the Francophone community in all its diversity;
- the health services available to the Francophone community in the three LHIN's catchment areas;
- the identification and designation of health service providers (HSPs) capable of offering French-language services (FLS) in their respective catchment areas;
- strategies to improve access to, accessibility of and integration of French-language health services in the local health care system; and
- the planning for and integration of French-language health services.

This report outlines the changes in the work context of the Entity (Reflet Salvéo), describes actions undertaken by the LHINs based on recommendations submitted by Reflet Salvéo in 2013-2014, and provides new recommendations to achieve our common goal, which is to meet the needs of Francophones by improving access to French-language health care services in the three LHINs' catchment areas.

II. Changes in our work context

Our previous Recommendations Report, *Aligning Priorities*, submitted in February 2014, includes descriptions of our legal framework, our catchment area and the latter's Francophone population.¹ This information has not changed and is therefore not repeated here.

However, following the 2014 provincial election, new mandate letters were issued by the Premier to members of Cabinet, including the three members whose ministries are most relevant to the work of Reflet Salvéo.

First, The Honourable Madeleine Meilleur was reinstated as the Minister Responsible for Francophone Affairs. In the *2014 Mandate Letter: Francophone Affairs*,² the Premier of Ontario, Kathleen Wynne, reaffirmed her commitment to the development and vitality of the Francophone community. She stated that the needs of Franco-Ontarians should be reflected in government plans and strategies. The strengthening of FLS capacity is a priority of the new mandate issued to the Minister Responsible for Francophone Affairs. This includes:

- continuing to oversee the application of the French Language Services Act (FLSA) [...];
- considering means of strengthening the practice of the "active offer" of services in French within the ministries and agencies; and
- continuing to collaborate with communities across the province to increase the number of designated areas under the FLSA.

Secondly, The Honourable Dipika Damerla is now the Associate Minister of Health and Long-Term Care (Long-Term Care and Wellness). One of the instructions from the Premier concerns the development of "a strategy on community wellness and a culture of health, including ways to provide more culturally appropriate care."³

¹ Statistics Canada, 2011 Census of Population.

² The Premier of Ontario, Kathleen Wynne, September 25, 2014, *Premier's instructions to the Minister on priorities for the year 2014 – 2014 Mandate Letter: Francophone Affairs*, Office of Francophone Affairs [<http://www.ontario.ca/government/2014-mandate-letter-francophone-affairs>].

³ 2014 Mandate Letter: Long-Term Care and Wellness [<https://www.ontario.ca/government/2014-mandate-letter-long-term-care-and-wellness>].

Thirdly, to ensure the sharing of responsibilities across government, the Premier is encouraging close collaboration between the *Associate Minister of Health and Long-Term Care (Long-Term Care and Wellness)* and the *Minister of Health and Long-Term Care*, The Honourable Dr. Eric Hoskins, in order to implement a “sustainable, accountable system that provides co-ordinated, quality care to people, when and where they need it.”⁴ The mandate of The Honorable Eric Hoskins and his team can be summed up as *putting patients at the centre, ensuring they receive timely access to the most appropriate care in the most appropriate place.*⁵ The instructions to this Ministry, which impact our three LHINs, include:

- continuing to expand home and community care to ensure that people receive care as close to home as possible;
- exploring options to improve wait times for referrals to specialist care; and
- continuing to ensure that our system has the health human resources it requires to deliver quality and efficient care.

We conclude that the priorities and actions of Reflet Salvéo, in collaboration with the three LHINs, align with the Premier's instructions to the above ministries. This encourages us to continue working towards our objectives and ensures a favourable climate for the development of Francophone services.

III. Follow-up on recommendations submitted in 2013-2014

The recommendations submitted in our previous Advisory Report had the following objectives:

- reinforcing and optimizing actions undertaken by the LHINs and Reflet Salvéo, by setting joint medium-term objectives (March 2013 to March 2016) and establishing a multi-year action plan;
- facilitating the implementation of planning activities for French-language health, social and community services through improved data collection that identifies Francophones in the health system based on the Inclusive Definition of Francophone;⁶ and
- increasing the visibility of FLS available to Francophones.

2013-2014 Recommendations	Follow-up
<p>Recommendation 1: LEAN Matrix</p> <p><i>That the three LHINs approve the multi-year action plan resulting from this comprehensive planning process, known as the LEAN Matrix.</i></p>	<p>The multi-year action plan was officially approved by the three LHINs. The 2014-2015 Joint Annual Action Plan⁷ signed by the LHINs and Reflet Salvéo outlines priorities identified and recommended by the LEAN Matrix, including:</p> <ul style="list-style-type: none"> • providing information on French-language primary care providers that are available and accessible to Francophones; • increasing awareness among Francophones of the importance of using French-language primary care services and improving the cultural sensitivity of primary care providers; • improving the coordinated care process for complex Francophones patients; and • educating Francophones about programs and services related to

⁴ 2014 Mandate Letter: Health and Long-Term Care [<http://www.ontario.ca/government/2014-mandate-letter-health-and-long-term-care>].

⁵ Ibid.

⁶ Office of Francophone Affairs, June 2009, *More Inclusive Definition of Ontario's Francophone Population* [<http://www.ofa.gov.on.ca/en/franco-definition.html>].

⁷ 2014-2015 Joint Annual Action Plan, March 2014, Reflet Salvéo & the Central West, Toronto Central and Mississauga Halton LHINs [<http://www.refletsalveo.ca/sante/images/2014/SiteWeb-PAAC2014-15-20FR.pdf>].

	<p>self-management for seniors, chronic diseases and mental health.</p> <p>Most activities targeting Francophone populations undertaken by the three LHINs, alone or jointly, are in line with the goals of this Action Plan⁸ (see section IV. Main strategic priorities for 2014-2015).</p>
<p>Recommendation 2 (2013-2014): Linguistic variable</p> <p><i>That the LHINs officially endorse the Entities' joint position statement on the linguistic variable;</i></p> <p><i>That the LHINs adopt the linguistic variable questions as a means of identifying Francophones;</i></p> <p><i>That, wherever possible, the LHINs exert influence on various stakeholders in the health system and other government sectors to encourage their adoption of the linguistic variable for planning purposes.</i></p> <p><i>We further recommend that the LHINs integrate this variable into all their initiatives, and that they require all HSPs funded by LHINs to use these questions to identify Francophone patients.</i></p>	<p>The three LHINs have officially committed to promoting the use of the linguistic variable in all initiatives developed under the 2014-2015 Joint Action Plan.</p> <p>We are pleased with the three LHINs' positive response to this recommendation. They each took rapid and effective action to promote the use of the linguistic variable with their respective service providers.</p> <p>We appreciate the Central West LHIN's efforts to integrate the linguistic variable to identify Francophones in their Community Health Links program.</p> <p>The Mississauga Halton LHIN is also working on integrating the linguistic variable to identify Francophones as they implement "One Link," a new single point of access for mental health services.</p> <p>We also applaud the official memo issued by the Toronto Central LHIN's Executive Director, encouraging all service providers to integrate the linguistic variable questions into their respective registration processes.</p>
<p>Recommendation 3 (2013-2014): Capacity Building and Service Promotion</p> <p><i>That the LHINs and Reflet Salvéo work to develop tools to centralize information on available French-language services for Francophones. These tools should be accessible, user-friendly and updated on a regular basis.</i></p> <p><i>That the LHINs and Reflet Salvéo conduct further analyses of service promotion strategies and that they assist HSPs in carrying out awareness-raising activities for the Francophone community.</i></p>	<p>Given the variety of search tools already in existence, the task of implementing a centralized system across multiple levels presents a number of challenges. First, an analysis is required to build on and maximize existing capacities. Second, the system developed must be viable and effective over the long term to avoid problems experienced by users of current tools, including problems related to the relevance and updating of information.</p> <p>In collaboration with our three LHINs, we organize annual activities, such as the French Connection forums, to help HSPs enhance their capacity to serve Francophones. These activities allow HSPs to learn about tools that support their ability to connect with the Francophone community. In March, 2013, the French Connection forum brought together approximately 60 health, social, and community service professionals. Once again, the three LHINs demonstrated their ability to mobilize service providers in their respective catchment areas. The LHINs continued to promote and distribute tools to HSPs following the forum.</p>

⁸ See the LEAN Action Plan submitted to the three LHINs in December, 2013.

	We are working closely with our three LHINs to find better ways of employing the results of the network mapping initiative carried out two years ago to promote FLS.
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IV. *Main strategic priorities for 2014-2015*

Each year, Reflet Salvéo undertakes a review process in collaboration with the three LHINs to define Joint Annual Objectives and establish an Action Plan. This year, we have decided to focus our efforts on **three strategic priorities**. These stem from the prioritization exercise carried out in 2012-2013⁹ and take into account the changes in our work context, pressing community needs, and the challenges faced by HSPs and various community groups.

1. Improving access to French-language primary care

Primary care represents a patient's first point of contact with the health care system. It includes front-line services provided by family doctors, nurse practitioners, Telehealth Ontario, mental health workers and pharmacists. Primary care providers also coordinate health care services to ensure continuity and facilitate the flow of patients requiring specialized care through the health care system. It is therefore vital that Francophones in our catchment area have access to French-language primary care services. In 2014-2015, the LHINs and Reflet Salvéo developed a strategy to connect Francophones who are unattached to primary care providers with family doctors offering French-language services, and to encourage Francophones to use primary care services in French.

2. Augmenting community capacity for Francophones

The first objective of this priority is to promote the health of vulnerable Francophones and those with the most pressing needs, keeping them out of health care institutions when possible. Vulnerable individuals include frail seniors, persons with multiple chronic conditions, and those struggling with mental health issues or addiction. Augmenting the capacity of French-language community support services could allow these vulnerable populations living in a minority-language context to receive timely access to the most appropriate care in the most appropriate place. This priority is also linked to the initiation of a coordinated care process within Health Links to improve the tracking, transition and navigation of complex Francophone patients within the health care system.

3. Improving Francophone patient navigation within the health care system

To achieve the two previous priority objectives, clear connections must be established between French-language HSPs and primary care providers. To this end, we will assist HSPs and social and community service providers in identifying care pathways, which will lead to improved access to a broader range of FLS for Francophones.

All actions and activities of the LHINs and Reflet Salvéo, alone or jointly, are guided by these three priorities.

V. *Recommendations for 2014-2015*

The following recommendations aim to ensure the success of the LHINs' and Reflet Salvéo's activities and projects. They are divided into three main themes, which coincide with the three main strategic priorities of the 2014-2015 Joint Action Plan established by Reflet Salvéo and the three LHINs (outlined in section IV herein). Because each catchment area faces its own unique set of challenges, some recommendations target or apply to only one or two of the three LHINs.

⁹ LEAN process – See LEAN Action Plan submitted in December, 2013.

1. Primary Care

1.1. Educating identified service providers

Toronto Central and Central West LHINs

In 2014-2015, the Mississauga LHIN, in collaboration with Reflet Salvéo, made efforts to educate identified HSPs in its catchment area on the current FLS offer in our linguistic minority context. We carried out a series of five presentations, outlining the Inclusive Definition of Francophone, the basic principles of the current FLS offer, and the resources provided by the LHIN and Reflet Salvéo in support of this active FLS offer. All five presentations received very positive feedback, and more than 90% of participants confirmed that their knowledge of the presented topics had deepened. These results have encouraged us to repeat the exercise with identified HSPs in the Central West and Toronto Central LHINs' catchment areas.

- 1.1.1. *That the Central West and Toronto Central LHINs, in partnership with Reflet Salvéo, continue undertaking activities to educate employees of identified HSPs to build the FLS offer in their catchment areas. Any other organization that wishes to provide FLS could take part in these activities. These educational activities could be modeled on the approach used in the previous collaboration between the Mississauga Halton LHIN and Reflet Salvéo, or they may follow other appropriate formats.***

The LHINs and Reflet Salvéo could take advantage of their seats on various committees to promote these activities (e.g. the GTFMVT¹⁰, the SIGMHA¹¹ and the FLSCAG¹²) in order to reach bilingual and Anglophone organizations that have the capacity to serve Francophones.

1.2. Improving access to French-language primary care

Central West and Mississauga Halton LHINs

Reflet Salvéo congratulates the Central West LHIN on the success of their community consultation on senior health care carried out in November of 2014. One of the issues raised was the lack of access to French-language primary care services at the Bramalea Community Health Centre. Several reasons were given, including the Centre's location. Currently, the Credit Valley Family Health Team (CVFHT) has bilingual family physicians capable of serving Francophones living in the Peel-Halton area. Therefore, to grant Francophones in this area full access to CVFHT French-language primary care services, Reflet Salvéo supports the suggestion proposed by the Central West LHIN, and recommends the following:

- 1.2.1. *That the Central West and Mississauga Halton LHIN, in partnership with Reflet Salvéo, explore the further development of the partnership between the Credit Valley Family Health Team (CVFHT) and the Bramalea Community Health Centre to increase access to French-language primary care services for Francophones.***

¹⁰ GTFMVT: Groupe de travail pour les francophones vivant avec le VIH à Toronto.

¹¹ SIGMHA: Systems Integration Group for Mental Health and Addictions.

¹² FLSCAG: French Language Services Core Action Group.

2. Community capacity for Francophones

2.1. Support for Francophone seniors in Peel-Halton

Central West LHIN

The Central West LHIN has worked hard to implement a strategy aimed at seniors in its catchment area. Reflet Salvéo applauds and encourages the development of the TeleCheck program developed by SPECTRA.¹³ This program offers daily support to seniors living on their own, providing:

- phone check-ins;
- medication reminders;
- emotional support;
- referrals, community mobilization and information; and
- emergency services, as needed.

We applaud the fact that French-language tools and materials have been developed for this program and made available to Francophones. We also are pleased to note that this program's administrators, who include nurse practitioners, are capable of offering services in French.

During the November 2014 community consultation on senior health care, the LHIN proposed to increase this program's visibility to make it more accessible to Francophone seniors. The LHIN and Reflet Salvéo could explore ways to capitalize on established Francophone networks in order to reach out to TeleCheck's targeted demographic. These networks include community leaders and stakeholders as well as health care and community workers, such as the *Coalition pour les Aînés Francophones de Peel-Halton* (CAF), the CVFHT, and CCAC Care Coordinators.

To ensure that Francophones reap the full benefits of this program and to assure its long-term sustainability, Reflet Salvéo recommends:

2.1.1. That the LHIN collaborate with Reflet Salvéo to build awareness of TeleCheck and promote its use among Francophone seniors living in Peel-Halton.

2.1.2. That the LHIN, in collaboration with Reflet Salvéo, work with TeleCheck at identifying or designating a position to ensure the consistent availability of French-language phone support services.

2.2. Support for Francophones living with HIV/AIDS

Toronto Central LHIN

In a recent publication,¹⁴ CATIE reported that, in Canada:

- one person is infected by HIV every three hours; and
- 25% of Canadians living with AIDS are not aware of their HIV status.

In Ontario, the estimated number of new HIV infections in 2011 was 1,400, or 10.9 per 100,000 population.

The Toronto Central LHIN, in collaboration with Reflet Salvéo, is committed to assisting the Toronto Francophone HIV working group, Groupe de travail pour les francophones vivant avec le VIH à Toronto (GTFMVT). This working group's objectives include the following:

- improving equitable access to French-language services for people living with, affected, by, and/or at risk of contracting HIV/AIDS;

¹³ *Spectra Community Support Services is a non-profit, multicultural organization providing free, caring and confidential distress lines and support services in several languages for the diverse population of the Region of Peel and surrounding area. [http://www.spectrasupport.org].*

¹⁴ *CATIE, November 2014, HIV Across Canada [http://blog.catie.ca/?p=113].*

- ensuring that services are better coordinated, properly integrated and effective;
- ensuring that information on HIV/AIDS services are accessible, up to date and relevant to the needs of users and service providers; and
- proposing innovative service delivery models.

To help achieve these goals, Reflet Salvéo offered its assistance to identify the needs and priorities of Francophones living with HIV/AIDS in Toronto. We began by holding three focus groups with community partners (APAA, Action positive VIH/sida and the OASIS centre des femmes). We then conducted a needs prioritization exercise with GTFMVT service providers. Finally, we validated the recommendations listed below. These recommendations reflect the strategic priorities identified through this process.

A. Improving access to French-language health care, social and community services

A care and services pathway¹⁵ must be instituted that clearly identifies the various access points to French-language services for Francophones living with HIV. With the assistance of Reflet Salvéo, the GTFMVT wishes to explore implementing such a service model to better serve this population. To ensure the success of this project, Reflet Salvéo recommends the following:

- 2.2.1. That the LHIN continue to avail its French-language services coordinator and all other necessary expertise to Reflet Salvéo and the GTFMVT to help determine the relevance and feasibility of a care pathway.**
- 2.2.2. That the LHIN, in partnership with Reflet Salvéo, facilitate the offer of additional French-language services for Francophones living with HIV/AIDS in the Toronto Central LHIN catchment area. To achieve this goal, the LHIN should work with the GTFMVT to identify Francophone or bilingual human resources needs and priorities for clinical, specialized and community care.**

B. Research development and knowledge transfer

The lack of conclusive data on Francophone populations living with or at risk of contracting HIV/AIDS remains a challenge. This data is crucial for the planning of care and the targeting of services for these vulnerable populations living in a linguistic minority context. To compensate for this shortcoming, Reflet Salvéo recommends the following with regard to research development and knowledge transfer:

- 2.2.3. That the Toronto Central LHIN encourage community research initiatives by HIV/AIDS Francophone organizations and/or organizations with programs geared towards one or more target populations.**

C. Improving access to housing for Francophones living with HIV/AIDS

The lack of access to affordable housing was raised by Reflet Salvéo in the March 2012 research report¹⁶ on Francophones living with HIV/AIDS in the Greater Toronto Area, and was the subject of a recommendation. Access to social housing and housing support programs is a perennial challenge, and this issue was also raised by participants in focus groups held in November 2014.

It is therefore necessary to:

- reassess the current needs of Francophones living with HIV regarding access to housing and support programs;
- reassess the existing capacity in order to maximize available services; and
- address this population's specific housing needs.

¹⁵ Non-exhaustive definition: interdisciplinary tool that helps ensure optimal service coordination and systematic tracking of patients to improve service quality and efficiency while maximizing resource use.

¹⁶ Reflet Salvéo, Mars 2012, les francophones et le VIH/Sida dans le Grand Toronto : Services offerts et carences à combler

Reflet Salvéo recommends:

- 2.2.4. That the LHIN work with Reflet Salvéo to facilitate increasing French-language support programs and services that provide access to affordable social housing. That the LHIN continue to support the capacity of Centres d'Accueil Héritage (CAH) to meet the needs of this population, and that it convene discussions between the CAH and Fife House on a possible partnership that would enable Fife House to offer French-language home support services to its residents.**

3. Health System Navigation

3.1. Assessing the FLS capacity of service providers

To ensure the continuum of French-language health, social and community services, the capacity to offer these services must be maintained at proper levels. Lack of understanding of the current capacity can hinder care coordination, reduce access to health care and compromise the referral process.

In 2012, the Toronto Central LHIN assessed the capacity of its HSPs to provide French-language services. Of the LHIN's 170 institutions, 125 (73.5%) took part in this assessment. With technical support provided by Reflet Salvéo and an external consultant, the LHIN reviewed nearly 100 French-language health service plans and identified ways to improve the HSPs' service offer. This initiative was even singled out for an honorable mention¹⁷ by the Office of the French Language Services Commissioner of Ontario as a best practice worthy of promotion. A full and complete understanding of the current capacity is essential to the success of our planning activities, especially with regard to several integration and service coordination initiatives such as Health Links, single points of access for mental health services, etc.

To facilitate referrals for Francophones and ensure Francophone patient flow through the care and services continuum, Reflet Salvéo recommends the following:

- 3.1.1. That the Central West and Mississauga Halton LHINs take the necessary steps to assess the current FLS capacity of all their HSPs, and that the Toronto Central LHIN update the FLS capacity of HSPs in its catchment area.**

Although the Central West and Mississauga Halton LHIN have made efforts to assess FLS capacity in mental health, this recommendation applies to all health services, including but not limited to mental health.

3.2. Community consultation on the mental health of Francophone immigrants

Toronto Central, Central West and Mississauga Halton LHINs

As the Premier indicated in her 2014 mandate letter to the Minister of Health and Long-Term Care of Ontario, mental health is a priority for the provincial government.¹⁸ According to the *Société Santé en français*, 53% of Francophones never or almost never access mental health services in French. The lack of culturally and linguistically appropriate services represents a nation-wide challenge.¹⁹

¹⁷ Office of the French Language Services Commissioner, January 2014, *Honourable Mention: Building Health Service Providers' Capacity to Deliver French-Language Services* [<http://csfontario.ca/en/articles/4737>]

¹⁸ The Premier of Ontario, Kathleen Wynne, September 25, 2014, *Premier's instructions to the Minister on priorities for the year 2014 – 2014 Mandate Letter: Francophone Affairs, Office of Francophone Affairs* <http://www.ontario.ca/government/2014-mandate-letter-francophone-affairs>.

¹⁹ *Société Santé en français*, 2011, *Promoting Recovery In French*, [<http://www.scribd.com/doc/235567383/Promoting-Recovery-In-French-Directions-in-Mental-Health-in-French>].

The few services that do exist are underused by certain groups, including immigrants. With this in mind, Reflet Salvéo formed an advisory committee to find ways to improve and coordinate mental health services for Francophones across the Entity's catchment area. The advisory committee on Francophone immigrant mental health was formed in March 2014, made up of approximately 20 professionals from various sectors including health (represented by the three LHINs), mental health, settlement and immigration, education, women's groups, LGBTQ groups, and community representatives and support groups. In a relatively short period of time, the committee helped conduct a review of literature on current practices in mental health services. In addition, the committee recommended initiating an exploratory study on perceptions surrounding mental health and available services for Francophone immigrants in the GTA. The results of this study, which is now being finalized, will be used to form recommendations for the three LHINs at a later stage.

The committee underwent an evaluation in November 2014, which showed that 100% of committee members are satisfied or very satisfied with the committee's work. In addition, 95% are motivated to continue sitting on the committee and believe that the committee should continue its work, even should its mandate be changed.

Given the importance accorded to mental health by provincial and local health authorities, and given the advantages of uniting various sectors to resolve issues faced by Francophone immigrants, Reflet Salvéo recommends the following:

3.2.1. *That the three LHINs continue to sit on the advisory committee on Francophone immigrant mental health established by Reflet Salvéo and that they support the work of the committee that is in line with the LHINs' mental health strategic vision and priorities.*

3.3. *Adopting the linguistic variable questions to identify Francophones in mental health integration and coordination mechanisms*

Fragmentation and discontinuity of services are common in the mental health system. Users often complain of a lack of cohesion between various authorities. We therefore applaud the work of our three LHINs to improve the coordination and delivery of mental health services within the local health system.

Toronto Central has a well-established single point of access system for addiction and mental health services (ACCESS Point / PASSAGES), while Mississauga Halton and Central West are in the final stages of implementing centralized access systems (OneLink and System Access Model, respectively). However, it is important to ensure that French-language addiction and mental health services are available throughout the Francophone patient trajectory.

The linguistic variable

Linguistic barriers impede access to communication-based services such as mental health, rehabilitation and social services.²⁰ In 2013, the *Regroupement des Entités de planification des services de santé en français* (consortium of Ontario French-language health planning Entities) published their joint position on the linguistic variable,²¹ which they identified as a crucial component in French-language services planning.

This position has been endorsed by a number of other provincial LHINs, with the understanding that the inclusion of the two recommended questions on registration forms will help identify individuals who meet the criteria of the Inclusive Definition of Francophone, leading to better care for Francophones in the system.

²⁰ J.-P. Corbeil, S. Lafrenière, 2010, *Portrait of Official-Language Minorities in Canada: Francophones in Ontario* [<http://www.statcan.gc.ca/pub/89-642-x/89-642-x2010001-eng.pdf>].

²¹ *Regroupement des Entités de planification des services de santé en français de l'Ontario, 2011, Énoncé de position commune sur la variable linguistique* [http://www.refletsalveo.ca/sante/images/PDF/ressources/positionregrouentits_variables%20linguistiques_juin13.pdf].

The two linguistic variable questions

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

Given the importance of identifying Francophones to improve the accessibility of French-language services, and given the inconsistencies in access and coordination mechanisms among the LHINs, we recommend the following:

Toronto Central, Central West and Mississauga Halton LHINs

3.3.1. That a memorandum of understanding be established with Francophone service provider teams within and even beyond the LHIN's catchment area to facilitate French-language referrals and counter-referrals.

Central Toronto LHIN

3.3.2. That Access Point, and its Francophone component, "Passages," include the two linguistic variable questions on its application form to proactively identify Francophones, and that it publish information in French (print material, website, etc.), if only to refer Francophones to the "Passages" program.

Mississauga Halton LHIN

3.3.3. That in implementing into the System Access Model (SAM) the two linguistic variable questions be incorporated to identify Francophones, and, furthermore, that an equivalent French name of this model will be proposed to appeal to Francophones, based on the principle of active offer.

Central West LHIN

3.3.4. That the two linguistic variable questions for the proactive identification of Francophones be integrated into the System Access Model (SAM). In addition, that all service providers use these same two questions so that identified Francophones do not experience any interruption to French-language services along the continuum of care.

Given the lack of French-language HSPs within the LHIN's catchment area, Reflet Salvéo strongly recommends that formal partnerships and service agreements be established with Francophone teams specializing in mental health, which may require collaboration between LHINs. This would help guarantee appropriate care in French for Francophone service users.

VI. Conclusion

This report outlines the achievements of Reflet Salvéo's collaboration with the Central West, Toronto Central, and Mississauga Halton LHINs. Reflet Salvéo applauds the actions taken by the three LHINs to implement concrete and sustainable solutions to challenges faced by Francophones, including various vulnerable populations. The LHINs have demonstrated their commitment to developing the capacity of Francophone HSPs within Reflet Salvéo's catchment area. By building on the accomplishments of the past three years and by following the recommendations in this report, we are confident that the LHINs and Reflet Salvéo will succeed in improving access to French-language health care services for the Francophone community.