

Lunchtime Webinar:
Supporting Ontario Health Teams to meet their
requirements under the French Language Services
Act:

The Active Offer of French Language Health Services
Online Training

[Anna Dion](#), Knowledge Broker, Rapid Improvement Support and Exchange (RISE)

Panelists

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[Sylvie Sylvestre](#), Community Engagement and Planning Officer, Réseau du mieux être francophone du nord de l'Ontario

February 10, 2022

Land Acknowledgement

There are 46 treaties and other agreements that cover the territory now called Ontario. We are thankful to be able to work and live in these territories. We are grateful to the First Nations, Metis and Inuit people who are the traditional guardians of this land.

We pay respect to the Algonquin people and recognize their longstanding relationship with this territory, which remains unceded. We pay respect to all Indigenous people in this region, from all nations across Canada, who call Ottawa home. We acknowledge the traditional knowledge keepers, both young and old. And we honour their courageous leaders: past, present, and future.

We invite you to visit the link provided, to learn more about treaties.
<https://www.ontario.ca/page/treaties>

Ministry of Health

Ontario Health Teams

French Language Services

February 2022

Health Equity

Recall, the preamble of the *Connecting Care Act, 2019* includes an acknowledgement that:

- ❖ “The people of Ontario and their government believe that the public health care system should be guided by a commitment to equity and to the promotion of equitable health outcomes”; and
- ❖ “...the public health care system should recognize the diversity within all of Ontario’s communities and respect the requirements of the *French Language Services Act* in the planning, design, delivery and evaluation of health care services for Ontario’s French-speaking communities”.

Health Quality of Ontario (HQO) definition of Health Equity: Health equity allows people to reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have or who they are.

Health Equity Guidelines - Ontario Public Health Standards: Health equity means that all people can reach their full health potential and are not disadvantaged from attaining it because of their race, ethnicity, religion, gender, age, social class, socioeconomic status or other socially determined circumstance.

Health Equity and OHTs

Improving equitable access to care and improving health outcomes and experiences across populations is an essential piece of the vision for Ontario Health Teams (OHTs). Attention to equity impacts can help improve system effectiveness and efficiency, as well as mitigate unintended negative impacts to certain population groups.

Evidence demonstrates that some population groups may experience poorer health outcomes as a result of socio-demographic factors.

These groups include, but are not limited to:

- Age-related groups (e.g., children, seniors)
- Ethno-racial communities (e.g., racial, immigrants, etc.)
- Francophones
- Indigenous people
- Low income
- Religious/Faith communities
- Rural/Remote or Inner-Urban populations
- Sex/Gender
- Sexual orientation

As outlined under the OHT Guidance Document released in 2019, OHTs are intended to redesign care in ways that best meet the needs of the diverse populations they serve, including respecting the role of Indigenous peoples, racialized communities, and Francophones in the planning, design, delivery and evaluation of services for these communities.

The Transfer Payment Agreements (TPAs) that have been issued to OHTs contain specific references to recognizing and respecting the diversity of Ontario's communities, including Francophones, and emphasize the need to comply with the French Language Services Act (FLSA) and work with French Language Health Planning Entities on health planning activities.

Currently, as teams begin their path to maturity, OHTs are focused on the *engagement* and *inclusion* of the Francophone community in the planning and design of services that meet the needs of diverse populations.

French Language Health Services

Currently, the ministry of Health (ministry) has approved 50 OHTs across the province including in areas that are designated under the *French Language Services Act, 1990* (FLSA).

- Under the FLSA:
 - a person has the right to communicate in French with, and to receive available services in French from, any head or central office of a 'government agency' (as defined under the FLSA) or institute of the Legislature;
 - a person has the same right in respect of any other office of such agency or institution located in or serving a designated area; and
 - not-for-profit organizations can be designated by regulation as 'government agencies' for the purposes of the FLSA.
- A "service" defined under the FLSA is any service or procedure that is provided to the public by a government agency or institution of the Legislature.
- All provider organizations that are currently designated under the FLSA must continue to comply with the requirements of the Act, whether or not the provider is a member of an OHT.
- At maturity, OHTs may voluntarily seek designation by meeting the designation criteria and requirements set out by the Ministry of Francophone Affairs. If OHTs become designated under the FLSA, the designation would apply to all OHT members and their services.

OHTs present a critical opportunity to address long-standing issues of health inequity and ensure that OHTs at maturity:

- are responsible for providing health care services that meet the needs of their communities, including Francophones; and
- recognize the value of French language health services and work to achieve a person-centred system of care for all Ontarians.

The term "French language health service" refers to services that are linguistically and culturally-appropriate for the Francophone community.



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Online Training on Active Offer of
French Language Health Services

Supporting OHTs to meet their requirements under the French Language Services Act: The Active Offer of French Language Health Services Online Training

Diane Quintas, Executive Director
Sylvie Sylvestre, Community Engagement and Planning Officer

February 10, 2022



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



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Online Training on Active Offer of French Language Health Services

What is your knowledge of the active offer of French language services?

- ❖ I am very knowledgeable about active offer. I completed the online training offered by the Réseau.
- ❖ I am very knowledgeable.
- ❖ I know a little.
- ❖ I am not familiar with the concept of active offer.



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The Active Offer of French Language Health Services



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Language is...

essential to the improvement of health outcomes and the self-management of one's own health;

related to the ability to care, help, advise, guide, educate and provide quality health care.





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Understanding the Reality of Francophones



**Although some Francophones
may be bilingual...**

- ❖ in crisis situations, when ill, and as they get older, they often revert to using their mother tongue;
- ❖ they need to receive services in their mother tongue when discussing their health.



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Vulnerable Groups

Some groups are more vulnerable if they do not receive health services in their language:



Children

Seniors

Newcomers and immigrants

Individuals in crisis

People at the end of life



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Positive Impacts of French Language Health Services for Francophone Clients

- ❖ Ability to express needs and to explain symptoms
- ❖ Better understanding of the treatment plan and adherence to it
- ❖ Improvement of the client experience
- ❖ Better health management





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Positive Impacts of French Language Health Services for Health Care Staff

- ❖ Improved accuracy of the health assessment
- ❖ Better interpersonal interaction during the treatment
- ❖ Effective communication with the client
- ❖ Improvement of experience for staff





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Positive Impacts of French Language Health Services for Providers and the Health Care System

- ❖ Increased quality and safety of care
- ❖ Person-centered approach
- ❖ Reduced problems related to service delivery and better risk management
- ❖ Reduced costs





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In our OHT, French language services are a priority.

- ❖ Never
- ❖ Rarely
- ❖ Often
- ❖ Always



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What Is Active Offer?

The action of proactively offering **quality services** which are :

available at
all times

clearly
communicated

visible

easily
accessible

equivalent to
the quality
of services
offered in
English



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Key Elements of an Active Offer

Recognition of
the linguistic and
cultural needs of
the patient

Accountability of
health care
providers and staff

Access to quality
French language
services



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Information on the Training



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Online Training on Active Offer of
French Language Health Services

General Information on the Training

- ❖ Available in **English** and **French**
- ❖ **Free**
- ❖ **5-hour** - Modules 1-6
- ❖ **3-hour** - Modules 1-3 (Ontario and National only)
- ❖ Geared towards individuals **working** or **studying** in **health care or other related field**
- ❖ Registration for **individuals** or **organizations**

**Possibility to Obtain Continuing
Education Credits**



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Training goals



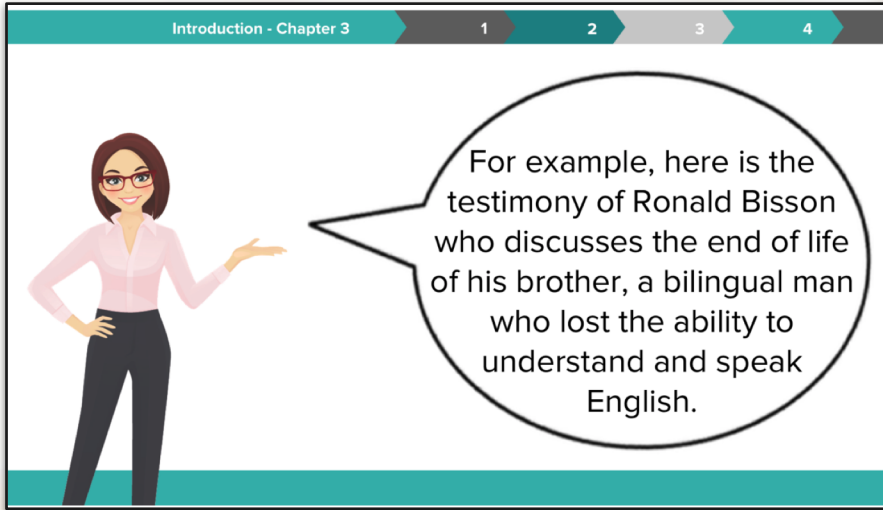
- ❖ Discuss the importance of the active offer of French language health services with individuals who work or study in health care or other related field
- ❖ Promote the important role individuals can play in ensuring ongoing improvement of the active offer of French language health services
- ❖ Promote safe and quality person-centered care



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Online Training on Active Offer of French Language Health Services

Training Modules



1. Excellence in Person-Centered Care
2. Equity and Safety
3. Cultural Competency
4. Recruitment and Retention of Bilingual Human Resources
5. Work Environment and Organizational Culture
6. Community Engagement for Health Equity



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Coming soon



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Coming Up in 2022

Active Offer Training

Modules 1-3 | 3 hours

Complementary Modules

Module 4
45 minutes

Module 5
45 minutes

Module 6
45 minutes

**Long-Term Care
Module**
45 minutes

**Mental Health and
Addictions Module**
Max 1 hour

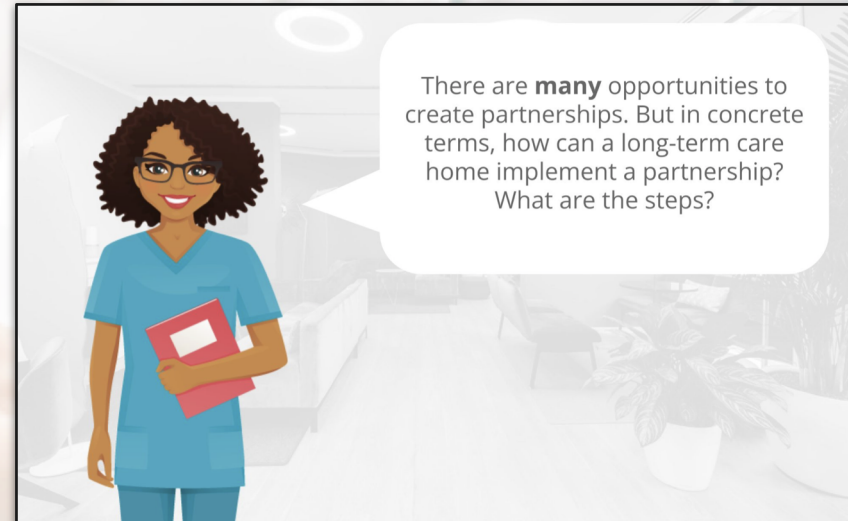
**Primary Care
Module**
Max 1 hour

**Francophone
Immigrants Module**
Max 45 minutes



Overview of the Module : Culturally Appropriate Care for Francophones in Long-term Care Homes

- ❖ Importance of Culturally Appropriate Care for Francophones
- ❖ Importance of Active Offer of French Language Services
- ❖ Culturally Appropriate Activities for Francophones
- ❖ Partnerships with the Francophone Community





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RISE Building Blocks

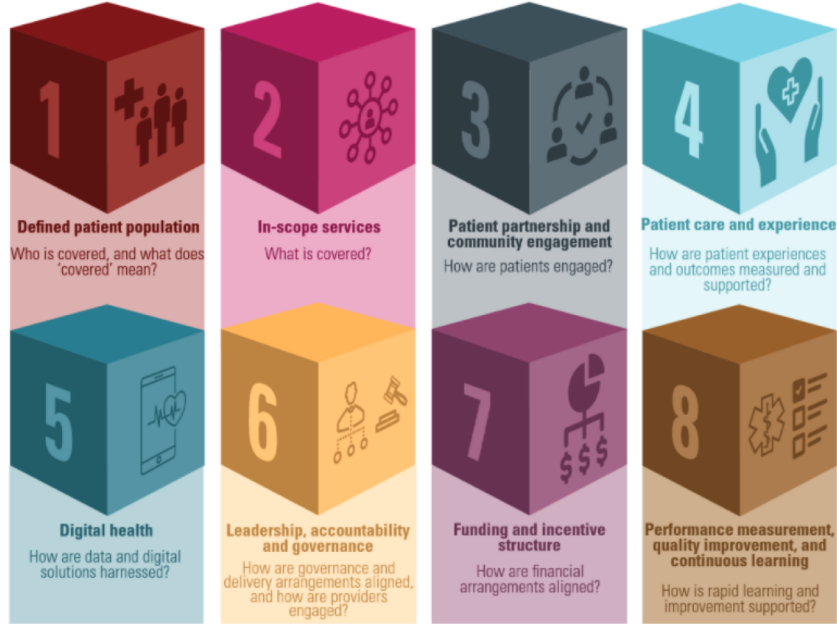


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RISE Building blocks #1 to #8

Ontario Health Teams will need to put in place eight OHT building blocks in order to become clinically and fiscally accountable for delivering a full and coordinated continuum of care to a defined population within Ontario.





RISE

Overview

Approved Ontario Health Teams (OHTs) face the exciting challenges of:

- 1) 'moving the needle' on quadruple-aim metrics for their priority populations, which in turn is an important step towards OHT's scaling up a population-health management approach for their full attributed population; and
- 2) putting in place the eight OHT building blocks.

In relation to building block #3 (patient partnership and community engagement) and as part of the approval process, OHTs were required to describe how they have engaged, and will engage, francophone communities in the service planning, design, delivery and evaluation of OHTs, and how they will improve care for francophone communities.

To support these objectives, OHTs can draw on the assets and resources that have been developed by health-system partners. This includes the [French Language Health Planning Entities](#) (FLHPEs), often referred to as Entités. The Entités are mandated to improve access to French-language health services (FLHS) in Ontario as described by the Ministry of Health's [Guide to Requirements and Obligations Relating to French Language Health Services](#) (2017 – under review).

Health-system partner(s)

RISE brief #25: Ontario's French-language health-planning entities and how they can support OHTs as a health-system partner (last updated December 21 2020)

Box 1: Coverage of OHT building blocks

This RISE brief is relevant to all year 1 priority populations and primarily addresses **building blocks #1 and #4**, and secondarily addresses **building blocks #3, #6 and #8**:

- 1) **defined patient population**
- 2) in-scope services
- 3) **patient partnership and community engagement**
- 4) **patient care and experience**
- 5) digital health
- 6) **leadership, accountability and governance**
- 7) funding and incentive structure
- 8) **performance measurement, quality improvement, and continuous learning**



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Roles in the Active Offer of French Language Health Services



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As a Francophone Client... What is My Role in the Promotion of Active Offer?

- ❖ Identify as a Francophone upon registration
- ❖ Actively use French language health services offered
- ❖ Fill out client satisfaction or Francophone experience surveys
- ❖ Participate in the health service planning and governance of organizations





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As a Francophone HHR, what actions do you take to identify your ability to offer French language services?

- ❖ I wear identification (e.g. "Je parle français" pin).
- ❖ I have a sign at my workstation.
- ❖ I greet clients with a bilingual greeting.
- ❖ My voicemail is bilingual.
- ❖ I ask people in which language, English or French, they are most comfortable speaking.
- ❖ I offer documents and forms in French.
- ❖ Not applicable.



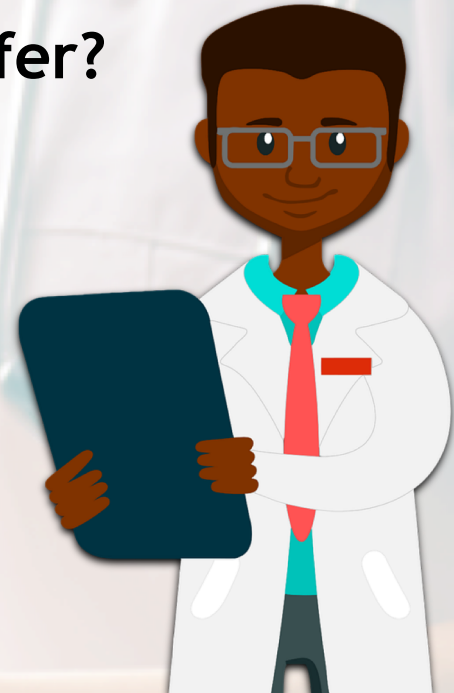
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As a Health Care Staff...

What is My Role in the Promotion of Active Offer?

- ❖ Greet clients with a bilingual salutation : *Hello, Bonjour* or *Hospital xxx, Bonjour* and continue the conversation in the client's language
- ❖ Identify yourself as a French speaker (pins, signage, etc.)
- ❖ Understand the needs of Francophones
- ❖ Redirect Francophones clients to French-speaking staff





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Does your OHT favour an organizational culture that promotes the active offer of French language services?

- ❖ Yes
- ❖ No
- ❖ I do not know



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As a Health Service Provider...

What is My Role in the Promotion of Active Offer?

- ❖ Have a mechanism in place to determine the linguistic identity of the clients
- ❖ Include the Francophone community at the governance level
- ❖ Develop a policy on active offer
- ❖ Engage the Francophone community
- ❖ Integrate French language services in strategic planning





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As a Health Service Provider... What is My Role in the Promotion of Active Offer?

- ❖ Plan, coordinate and assess French language services
- ❖ Recruit and retain bilingual staff
- ❖ Create an internal culture that promotes active offer
- ❖ Increase awareness of the importance of French language health services with its employees
- ❖ Provide training to the employees on the legal requirements regarding French language services
- ❖ Empower the employees in the implementation of active offer





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Online Training on Active Offer of French Language Health Services

**If you have not already completed the Active Offer online training,
are you now interested in taking the training?**

- ❖ Yes, for sure
- ❖ Maybe
- ❖ No
- ❖ I have already completed the training



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For More Information on the Training or to Register Your Organization

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The views expressed in this training course are not necessarily those of Health Canada.



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**For support with the 8 building
blocks, contact your local Entité.**


EXCELLENCE
TRANSPARENCE
IMPUTABILITÉ
COLLABORATION

Entité 
ÉRIÉ ST.CLAIR/SUD-OUEST

www.entite1.ca

Entité² 

www.entitesante2.ca

Entité 3 

Activer le changement

www.entite3.ca

 **Entité** 4ND

www.entite4.ca

Réseau des services
de santé en français
de l'Est de l'Ontario



www.rssfe.on.ca



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Thank you

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Questions?

S'il vous plait, demandez vos questions dans la langue de votre choix!

Please remember that we're audio-recording the session
(and we'll post the recording on the RISE website)

English: www.OHTrise.org | Français: www.ESOrise.org

Related resources

- **RISE brief 25** about Ontario's French- language health-planning entities and how they can support OHTs as a health- system partner
- **Active offer training:**
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