

To: South West LHIN Health Service Providers

From: Donna Ladouceur, Interim Co-CEO, and VP of Home and Community Care  
Kelly Gillis, Interim Co-CEO, and VP of Strategy, System Design and Integration

Re: New information regarding French language services requirements

Date: February 16, 2018

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We are writing to you today to share new information regarding the delivery of French language services (FLS) to our Francophone population. This information concerns all of our LHIN-funded health service providers (HSPs), irrespective of their designation status under the French language services Act (FLSA) (i.e. designated, identified or non-identified).

As you know, the South West LHIN is committed to building a healthcare system that is more responsive to the needs of our diverse population, including the Francophone population. The following updates are for your information, and we ask that you begin surveying your organization for French language services in preparation.

- 1) The Ministry of Health and Long-Term Care (Ministry) released the [Guide to Requirements and Obligations Relating to French Language Health Services](#) in November 2017.

This guide is intended to help strengthen health system accountability and performance, and support access to linguistically and culturally appropriate services for Ontario's Francophone communities. It clarifies the respective roles, responsibilities, and accountability of the Ministry, LHINs, French Language Health Planning Entities (Entities) and HSPs, as per the FLSA, the Local Health System Integration Act (LHSIA), and other legislative and accountability mechanisms.

- 2) The Ministry is committed to establishing baseline French Language Health Services (FLHS) data to support LHINs and their Entities in better understanding the needs of their local Francophone communities and planning for the delivery of FLS. To support this commitment, the Ministry contracted the Réseau des services de santé en français de l'Est de l'Ontario (RSSFE) to conduct a FLS data collection project through a web-based portal called OZi. The OZi portal will be deployed to all LHIN-funded HSPs across the province in the coming weeks. The OZi portal will enable FLS reporting for the 2017-2018 period. It will include questions on the identification and tracking of francophone patients/clients and on your internal capacity to provide services in French.

The information collected will allow for the establishment of a current state of the FLS capacity across the province, by LHINs, by sub-regions and by sectors, identifying gaps and opportunities for improvements. It will also provide valuable data to help define performance indicators specific to FLS.

For support related to the content of the report and answers to questions, please contact the LHIN French Language Services Planner and the French Language Health Planning Entity Planning Officer.

The OZi team will be in contact with you shortly to provide you with information regarding your account and how it can be accessed. A one hour webinar training session will be provided in early March to provide you with an overview of the portal and provide a walkthrough of the report.

More details will follow and in the meantime it would be helpful that you use these survey tools to begin analyzing FLS in your organization. For more information, tools and resources to support you, please see the links below:

- [Staff Survey – French Language Skills](#)
  - A self-assessment template that you can use to survey your staff and start to develop a list of your proficient French-speaking staff. It is recommended that you begin this exercise early, especially if you have a large number of staff.
- Developing and implementing an active offer of French language services:  
[Employer Fact Sheet \(pdf\)](#) | [Employee Fact Sheet \(pdf\)](#)
- More information on the new [French Language Requirements](#)

We would like to thank you for your continued support in delivering quality healthcare and services to the South West LHIN population.

If you have any questions, please contact our FLS Planner Suzy Doucet-Simard, at [suzy.doucet-simard@lhins.on.ca](mailto:suzy.doucet-simard@lhins.on.ca) or 1-519-640-2612.