

Via email

February 29, 2012

Jacques Kenny
Executive Director
Entité de planification des services de santé en français Érié St. Clair/Sud-Ouest
7515 Forest Glade Drive
Windsor ON N8T 3P5

Dear Mr. Kenny:

Re: French Language Health Planning Entity – Advisory Report

Allow me to begin by thanking you for sending the French Language Health Planning Entity's (FLHPE) first Advisory Report to the Erie St. Clair and South West LHINs. We see this report as a positive first step in the developing ongoing relationships between all three partners.

We appreciate the thoughtfulness of this report. In the spirit of creating an environment for ongoing improvement and joint direction setting, please see below our consolidated response to your recommendations.

Recommendation 1

We agree with the recommendation to confirm and revise the existing list of identified health service providers (HSP). However, we feel that this task would be best conducted in 2013-2014 in the wider context of the development of a LHIN-wide French Language Services plan that would be taken into account in the 2013-2016 Integrated Health Service Plan. This revision would also require a complete review of programs and services offered across all HSPs, and could be accomplished in phases starting with services provided to the three identified Francophone priority population groups (i.e. people with mental health or addiction issues, people living with a chronic disease, in particular diabetes, as well as seniors and adults with complex needs).

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Recommendation 2

In response to our previous discussion and consistent with the recommendation, we agree that the FLHPE should be gradually involved in those committees and groups, most importantly, to those that are linked to services delivered to the identified Francophone priority population groups noted in the above recommendation, then to other groups as needed. We also believe that the responsibility of involvement in those groups should be shared by both the FLHPE and the LHINs. As an illustration, in the Erie St. Clair region, the FLHPE is currently sitting on the Windsor-Essex geographic table of Home First, the French Language Services (FLS) Coordinator is sitting on the Diabetes Advisory Group, and in the future, once the Mental Health table is restructured, the FLHPE will be invited to participate.

Further, regarding the protocol for sharing of information as noted in recommendation 2.ii, the development of such protocol is identified as an activity in the 2012-2013 Joint Action Plan.

Recommendation 3

With respect to this recommendation, we note that it is the HSP's responsibility to identify their French-speaking staff. The LHINs can provide HSPs with tools that can facilitate the process. As such, FLS Coordinators in both LHINs are working together to develop a toolkit for HSPs that would contain different material, such as fact sheets on active offer, staff recruitment or translation, and tools such as *Je parle français* stickers and lanyards or front desk signs inviting clients to ask for services in French.

Regarding the development of tools to support the professionals in the delivery of services in French as identified in recommendation 4.i, it is not the LHIN's responsibility to provide support to staff in individual organizations. However, the LHIN could provide suggestions to HSPs as part of the above-mentioned toolkit as to how they can support their staff or where they can find that support.

Recommendation 4

With regard to this recommendation, we would like to inform you that Windsor Regional Hospital has recently submitted a human resource plan for the two new mental health programs that includes designated positions, and that ongoing communication is taking place between Windsor Regional Hospital and the LHIN in order to ensure the development of services that are responsive to the needs of the Francophone population.

Recommendation 5

We agree with the recommendation to ensure hiring by the CCACs of French-speaking mental health nurses to work in French-language schools. It should be noted that the human resource plan released in January 2012 by the Ministry only calls for one French-speaking nurse to serve both the Erie St. Clair and South West regions. The Erie St. Clair LHIN will send a complementary letter to the Erie St. Clair CCAC highlighting the requirement to hire a French-speaking mental health nurse and to take into account the need to also serve the French-language schools located in the South West region. The South West LHIN will continue to encourage the South West CCAC to find creative solutions to better serve the French-language schools in the region, perhaps by redistributing the allocated mental health nurses in order to hire a French-speaking mental health nurse.

In closing, we thank you once again for your thoughtful advice. We look forward to working with the FLHPE in the coming months and years to improve health outcomes for the Francophone population.

Sincerely,

Let's Make it Happen !



Gary Switzer
Chief Executive Officer

GPS/amr

cc: Esdras Ngenzi, Chair, FLHPE
Mike Barrett, CEO Southwest LHIN
Kelly Gillis, Senior Director, South West LHIN
Ralph Ganter, Senior Director, Erie St. Clair LHIN
Suzy Doucet-Simard, FLS Coordinator, South West LHIN
Marthe Dumont, FLS Coordinator, Erie St. Clair LHIN



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