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Entité 
ÉRIE ST.CLAIR/SUD-OUEST

Planification des services
de santé en français

ADVISORY REPORT

2016.12.31

Erie St. Clair/South West French Language Health Planning Entity

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ADVISORY REPORT

DECEMBER 31, 2016

Background

The calendar year about to end has shown some improvement in the area of health care services provided in French. In the area covered by the Erie St. Clair LHIN, it should be mentioned that a home care service was implemented at the Résidence Richelieu with Assisted Living Southwestern Ontario (ALSO). We also mentioned that two workshops on Chronic Disease Self-Management were organized in Windsor and in Pointe-aux-Roches. These workshops included about 25 participants. A nurse practitioner now offers her services at the *Carrefour francophone* in Windsor. This nurse also visits the Résidence Richelieu once a week, to complement the services offered by ALSO. The Entity participates actively in working and discussion groups, in order to ensure that the francophone perspective is always taken into consideration. The Executive Director of the Entity co-chairs the Erie St. Clair LHIN Health Equity Committee and the Entity is active on the Committee on Health Equity for Newcomers and immigrants, (HENI). The Entity also participates in the meetings of the Erie St. Clair French Language Services Network and is a member of the Erie St. Clair Community Care Access Centre (CCAC) French language services committee working towards the designation of the CCAC. These successes are remarkable, thanks to the collaboration between the LHIN and the Entity, but a lot of work remains to be done.

In the area covered by the South West LHIN, considerable progress was also achieved. The Entity plays an active role on the Addiction Services Thames Valley French language Advisory Committee (ADSTV). A workshop on Chronic Disease Self-Management was organized and we had 8 participants. The Entity also provided a workshop entitled *Getting the most out of your medical appointment* and there were 125 participants. The Entity Executive Director participates on the Executive Advisory Panel of the South West LHIN. Significant progress was made thanks to the collaboration between the LHIN and the Entity.

It's in the perspective of continued collaboration and excellent work carried out through the joint action plan, in the appendix, which reflects our four priorities, that the Entity has submitted its Advisory Report for this year.

Erie St. Clair and South West

Recommendation 1

Bill 41, when adopted, will have a major impact on health care services offered. The proximity of sub regions for clients and the composition of these sub regions as well as regional tables will improve the services provided. However, the French language perspective should not be forgotten and French language services should be offered through an Active Offer perspective. The Entity recommends:

That the Erie St. Clair and South West LHINs ensure that the Francophone perspective be always taken into consideration in the sub regions and that the Active Offer perspective for French language services be kept in mind in each of the sub regions.

Recommendation 2

As a normal aspect of their activities, providers should submit on a regular basis an implementation plan for French language services. Preliminary work for submitting the plan includes various stages leading to a diagnostic of the provider's situation so that he/she can offer the French language services required in his/her environment. In order to facilitate the completion of this preliminary work, the Entity recommends:

That the LHINs encourage the main providers in their area, such as hospitals, CCACs and others if required, and ask them to provide one or several community involvement sessions in the French speaking community, in order to determine the real needs of the French speaking community and so that these identified needs be included in the implementation plan for French language health care services.

Erie St. Clair

Mental health, addictions and dementia

Mental health represents presently one of the major priorities in the area of health. Very good budgets are allocated in this area in order to find solutions and/or to alleviate the suffering of patients and their dear ones. On the occasion of various public and community meetings, the Entity has observed a lack of knowledge and a poor

perception among the population of mental health and dementia in general. We believe that mental health and dementia should be demystified and thus bring about better understanding and faster detection in the general population.

Recommendation 3

Over the last year, the Entity has carried out a study of best practices in a minority environment, a project which dealt with mental health among other topics. Thanks to this project, we discovered an internet site called cle56.com. It included a series of six short videos aiming at demystifying psychiatric hospitals and mental health. The Entity recommends:

That the LHIN include on its internet site the link www.cle56.com in order to help demystify mental health. It is also recommended that the LHIN request the Healthline.ca to include this link on its site and promote it.

Recommendation 4

We had the opportunity to meet and exchange with people affected by dementia at various stages and also with caregivers. We came to understand that the community lacks knowledge about this illness and that, consequently, patients feel isolated. The Entity recommends:

That the LHIN hire a consultant specialized in improving awareness of dementia and mental health, able to provide some community engagement sessions to Francophones, in order to demystify dementia and mental health. The Entity would look at organizing these sessions in partnership with the LHIN.

Home care and services

Bill 41, Patients First, aims, among other things, at making health care more accessible. The creation of 5 sub regions helps reaching that goal. The Erie St. Clair LHIN covers a vast area with both urban and rural sectors. Persons needing those services are not always able to travel or don't have a means of transportation, which is one of the determinant factors influencing health.

Recommendation 5

Within the study on best practices in a minority situation, a project entitled *Health Bus*, piloted in Saskatoon, was identified. This project is mainly aimed at rural areas where health care is less accessible.

The Entity recommends:

That the LHIN hire a consultant to study this practice in depth, as far as feasibility and budgetary aspects are concerned, and identify possible sources of financing. The Entity would offer to work in partnership with the consultant hired.

Day care program for Francophone adults

In the Advisory Report of December 31, 2014, the Entity recommended that work should be done on implementing a French language day care program. This recommendation was based on the following statistics from the survey carried out by the Entity in 2012:

- 71 % of respondents out of 1,119 mentioned having a strong or very strong feeling of belonging to their local community.
- 76 % of respondents aged 65 and over mentioned having this strong or very strong feeling.
- 65 % of respondents participated in at least one social activity each week.
- We could add to these statistics that the day care program has added value for people in the early stages of dementia. An active social life allows these people to be less isolated.

Recommendation 6

We know that a service provider has been approached to offer a day care program. The Coordinator of French language services and the Entity have worked together to communicate with this provider, who seems to lack interest in this project. In view of this situation, the Entity recommends:

That the LHIN agree to finance a day care program for adults in French and that a service provider wishing to offer this program be approached. The Entity could then organize community engagement sessions to promote this program.

End of life/palliative care

The immediate sector of the Erie St. Clair LHIN, ie Windsor-Essex and Chatham-Kent, includes identified hospices. There is a hospice in Windsor with a satellite in Leamington, and another one in Chatham-Kent.

Recommendation 7

We are not aware of any French language services being offered in these institutions and we do not know if there are Francophones who are using them or if families are requesting services in French. We know that in their terminal or quasi terminal phase, people revert to their mother tongue. In view of this, the Entity recommends:

That the LHIN, in partnership with the Entity, prepare a questionnaire that would provide missing information and that this questionnaire be administered jointly, through face to face meetings.

South West

Recommendation 1

Whereas Bill 41 (Patients First), when adopted, will inaugurate a period of accelerated changes in the area of health care;

Whereas the role and responsibilities of the LHINs will change in order to expand their responsibility and in control over additional health care areas;

Whereas the South West LHIN will be directly responsible for the South West CCAC;

Whereas Bill 41, particularly article 5, specifies that this transformation should conform to the French Language Services Act “for the planning, design, provision and evaluation of services”;

Whereas the South West LHIN will be a provider of direct services to patients;

The Entity recommends:

That the South West LHIN encourage strongly the South West CCAC to obtain the designation according to the French Language Services Act. This designation could include the following points:

1. Designation of a bilingual executive position responsible for Francophone affairs on the internal as well as external levels.

2. An internal training/awareness plan for French language services.

3. Implementation of the means for a corporate approach and culture including a proactive approach to the development of French language services for Francophone communities, including the capacity to plan services according to the French language perspective.



Nil Parent,
President



Jacques Kenny
Executive Director