

French Language Health Services (FLHS)

Brief regulation framework

The French Language Services Act, Ontario, 1986, recognizes the contribution of the French speaking population to the historical, cultural and linguistic heritage of Ontario. The Act guarantees the right of French speaking Ontarians to communicate with the government and receive services in French.

The Ministry of Health and Long-Term Care, and now LHINs, are required to provide French speaking residents with reasonable access to health services in their own language. The Local Health System Integration Act (LHSIA), 2006 reinforces the role of the LHIN towards the provision of health services in French when planning, funding, and integrating. The LHIN is also capable to identify Health Service Providers (HSPs) for the provision of French Language Services (FLS). The LHSIA created 6 entities to support the LHIN's mandate and collaborate to ensure the effective delivery of FLS at the local level. The [Entity 2](#) provides advice to WWLHIN.

The Ministry of Health and Long-Term Care is committed to improving access to high quality French Language Health Services across the province. The passage of the Patients First Act, 2016 provided a solid framework for renewed partnership, and brings increased focus on enhancing equity, cultural and linguistic sensitivity, the delivery of health care services to French-speaking patients, and strengthening patients' and families' voices in their health care planning. To this end, the PFAC engages francophone member.

With the Patient First Act, the LHIN is now providing Home and Community Care Services.

Guide to requirements and obligations pertaining to French Language Health Services

The [Guide to FLHS](#) is designed to help strengthen health system performance and accountability, and also support improved reporting on how FLHS are being delivered across the province.

The Guide to FLHS clarifies the respective roles and responsibilities of the ministry, Local Health Integration Networks (LHINs), French Language Health Planning Entities (Entities) and Health Service Providers (HSPs) outlined in current legislative provisions and accountability instruments relating to FLHS. The Guide to FLHS is a useful tool for informing the leadership of

these organizations with regard to their FLHS obligations.

The ministry's expectation is that the LHINs and Entities work to fulfill the requirements and obligations in the Guide to FLHS. The LHINs are also expected to inform HSPs and contracted service providers of their requirements and obligations and to ensure that these requirements are reflected in respective agreements.

Active Offer

To support government agencies as well as Health service providers in proactively offering services in both English and French, Ontario's FLS Commissioner published the Active Offer of Services in French: The Cornerstone for Achieving the Objectives of Ontario's FLS Act special report in 2016.

This report outlines what is the Active Offer and concrete measures to support the initiative. The report also shows that Active Offer is key in a minority context to ensure that the public is aware of services available and is comfortable to choose the language of services. The report also states that the elderly are among groups hardest hit by language barriers in health services.

Active offer outlines actions to support FLS being clearly visible, readily available, easily accessible and publicized.

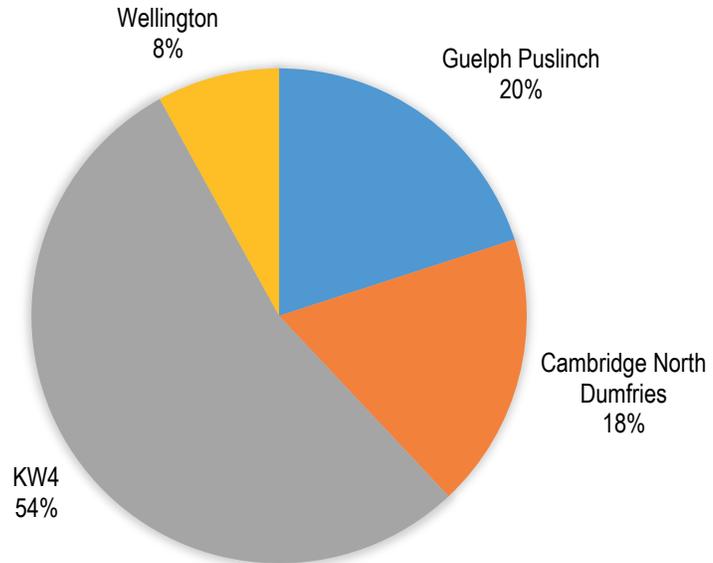
Our Role

LHINs plan and promote French language health services and engage the French speaking community in the process.

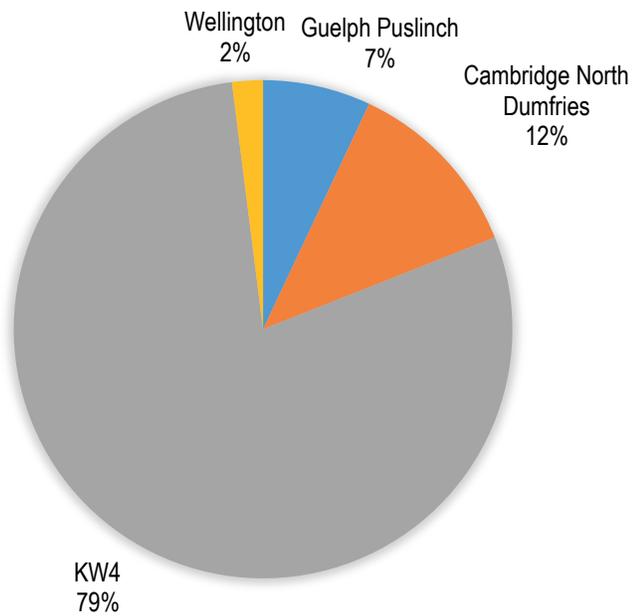
Did you know?

- Based on the new Inclusive Definition of Francophones, WWLHIN is home to 12,410 French-speaking residents (this is 1.6% of the population).

Distribution of the French-speaking residents by sub-regions



Distribution of French-speaking immigrants by sub-region



What strategies are we proposing?

- The WWLHIN specifically focuses on French-speaking vulnerable population such as seniors living in isolation and francophone immigrants.
- Strong focus on the patient experience and to improve the wellbeing of the French-speaking residents in assessing the health services active offer, including Home and Community Care and improving the information on services available.