

Active Offer of Mental Health and Addiction Services: How to Serve Francophones at their Most Vulnerable Times

September 24, 2021

ONTARIO MENTAL HEALTH & ADDICTIONS
VIRTUAL  CARE
COLLABORATIVE

REGROUPEMENT ONTARIEN POUR LES
SOINS  VIRTUELS
EN SANTÉ MENTALE ET EN USAGE DE SUBSTANCES



What is the Virtual Care Collaborative?

We are a provincial reference group for virtual mental health and addictions care in Ontario. Our group is made up of committed and diverse professionals working together to identify best evidence and practical solutions for virtual care needs across the province.

We offer guidance to service providers in a number of areas:

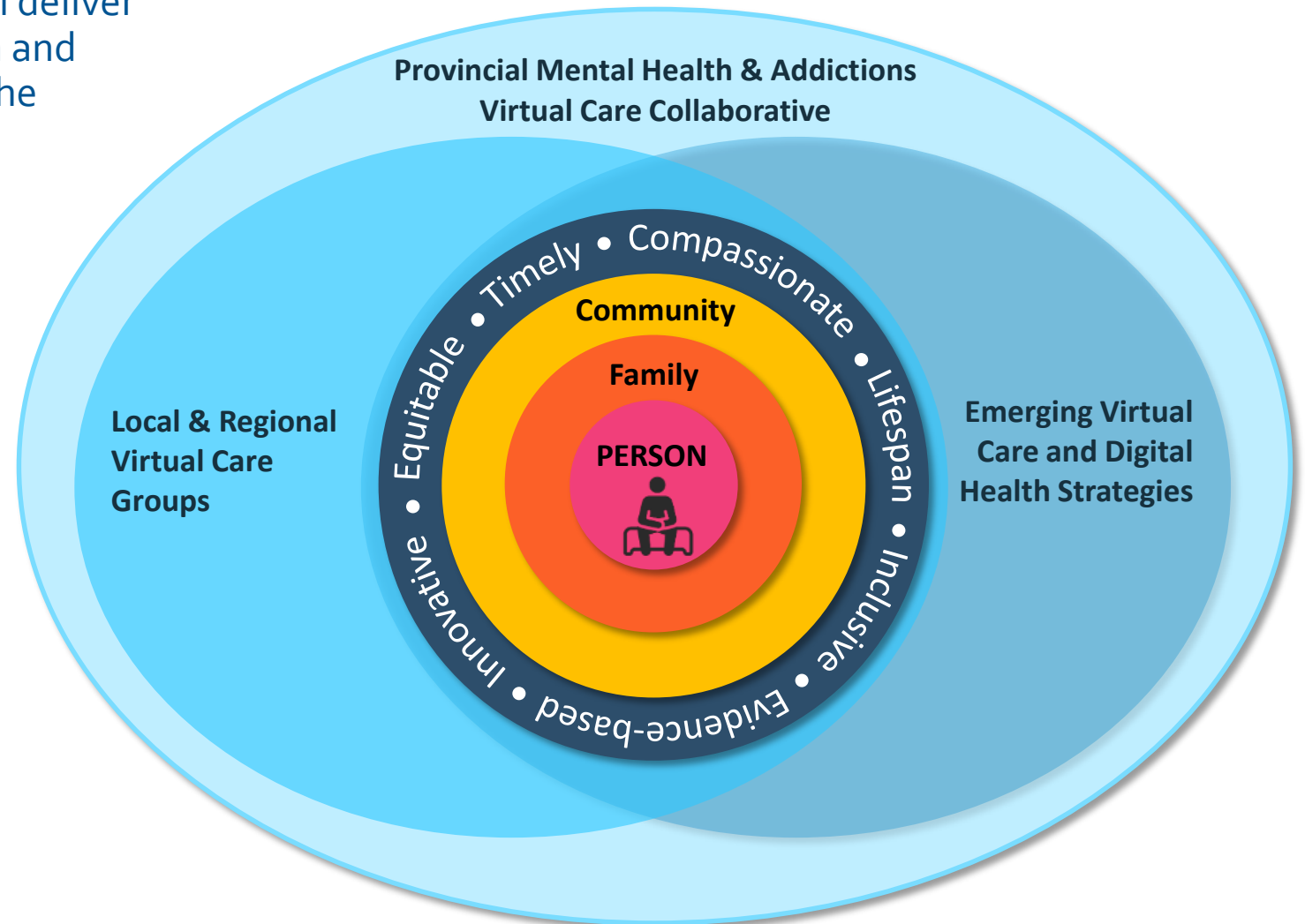
- Current evidence
- Equipment, connectivity, and platforms
- Equity and lived experience
- Training

Our vision

Mental health and addictions providers will deliver the highest quality of virtual mental health and addictions services and supports to meet the needs of all Ontarians.

Our values

- Person-centered & compassionate care
- Equitable and timely access
- Focus on lifespan needs
- Commitment to integrity and ethical practice
- Commitment to excellence
- Acknowledging, respecting and celebrating diversity
- Evidence-based (all forms of evidence, including lived experience)
- Value-based healthcare
- Innovation



CAMH land acknowledgement

CAMH is situated on lands that have been occupied by First Nations for millennia; lands rich in civilizations with knowledge of medicine, architecture, technology, and extensive trade routes throughout the Americas. In 1860, the site of CAMH appeared in the Colonial Records Office of the British Crown as the council grounds of the Mississaugas of the New Credit, as they were known at the time.

Today, Toronto is covered by the Toronto Purchase, Treaty No. 13 of 1805 with the Mississaugas of the Credit.

Toronto is now home to a vast diversity of First Nations, Inuit and Métis who enrich this city.

CAMH is committed to reconciliation. We will honour the land through programs and places that reflect and respect its heritage. We will embrace the healing traditions of the Ancestors, and weave them into our caring practices. We will create new relationships and partnerships with First Nations, Inuit and Métis and share the land and protect it for future generations.

Hommage aux premiers occupants des terres par CAMH

Le complexe hospitalier de CAMH est sis sur une terre qui a été occupée durant des millénaires par les Premières Nations. Cette terre a été le berceau de civilisations qui possédaient des connaissances dans les domaines de la médecine, de l'architecture et de la technologie et qui ont établi des routes commerciales dans l'ensemble du continent américain. En 1860, dans les archives coloniales britanniques, l'emplacement du complexe hospitalier actuel était indiqué comme étant le territoire de la Première Nation des Mississaugas de New Credit, comme on les appelait à l'époque.

Aujourd'hui, Toronto fait partie du territoire visé par l'achat de Toronto (Traité n° 13), négocié en 1805 avec les Mississaugas de Credit.

Toronto est encore le foyer de diverses Premières Nations ainsi que d'Inuits et de Métis, qui enrichissent la ville par leur présence. CAMH tient à contribuer activement à la réconciliation. Nous nous engageons à honorer la terre par le biais de programmes, notamment de programmes d'aménagement de l'espace, qui reflètent son héritage. Nous saluons les traditions médicinales ancestrales et nous les intégrerons à nos pratiques. Nous forgerons de nouveaux liens de collaboration avec les membres des Premières Nations, Inuits et Métis – nous partagerons la terre et nous la protégerons pour les générations futures.

This webinar's connection to the Collaborative's goals

- Active offer starts with just two words; 'Hello! Bonjour' and are complemented by many other cues to support the invitation. But the provision of French Language Services is a lot more than that.
- As a founding member of the Collaborative, I am very pleased that one of our first learning sessions is on Active Offer, which fits our short term goal to garner tools and best practice resources to meet the immediate needs of the communities that we serve.
- Donc il me fait plaisir de présenter Chantal Chartrand et Janik Guy du Réseau du mieux-être francophone du Nord de l'Ontario pour discuter d'outils pratiques pour améliorer la performance de l'offre active des organisations.



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

Mental Health and Addictions: How to serve Francophones in their most vulnerable times

Chantal Chartrand and Janik Guy

Planning and Community Engagement Officers

September 24, 2021 11:00 am - 12:00 pm (EST)

Ontario Mental Health and Addictions Virtual Care Collaborative



Learning Objectives

- An increased awareness about the needs of the Francophone population
- A better understanding of what is an Active offer of French Language Services
- Be able to identify what are the best practices of an active offer



Overview

- About the Réseau
- Patient Experience 1
- Francophone Population
- The *French Language Services Act*
- Benefits of Active Offer of French Health Services
- Roles and Responsibilities in Active Offer of French Language Health Services
- French Language Health Services and Resources

About the Réseau



Our Mandate

The Réseau is one of the 16 members of the Société Santé en français (SSF) that promotes the development of French language health services in Francophone minority communities in collaboration with 5 groups of partners.

The Réseau is one of the 6 French Language Health Planning Entities mandated by the Ontario Ministry of Health who:

- works with the health care system planners
- engages the francophone community;
- supports health care providers in the planning of their french language services





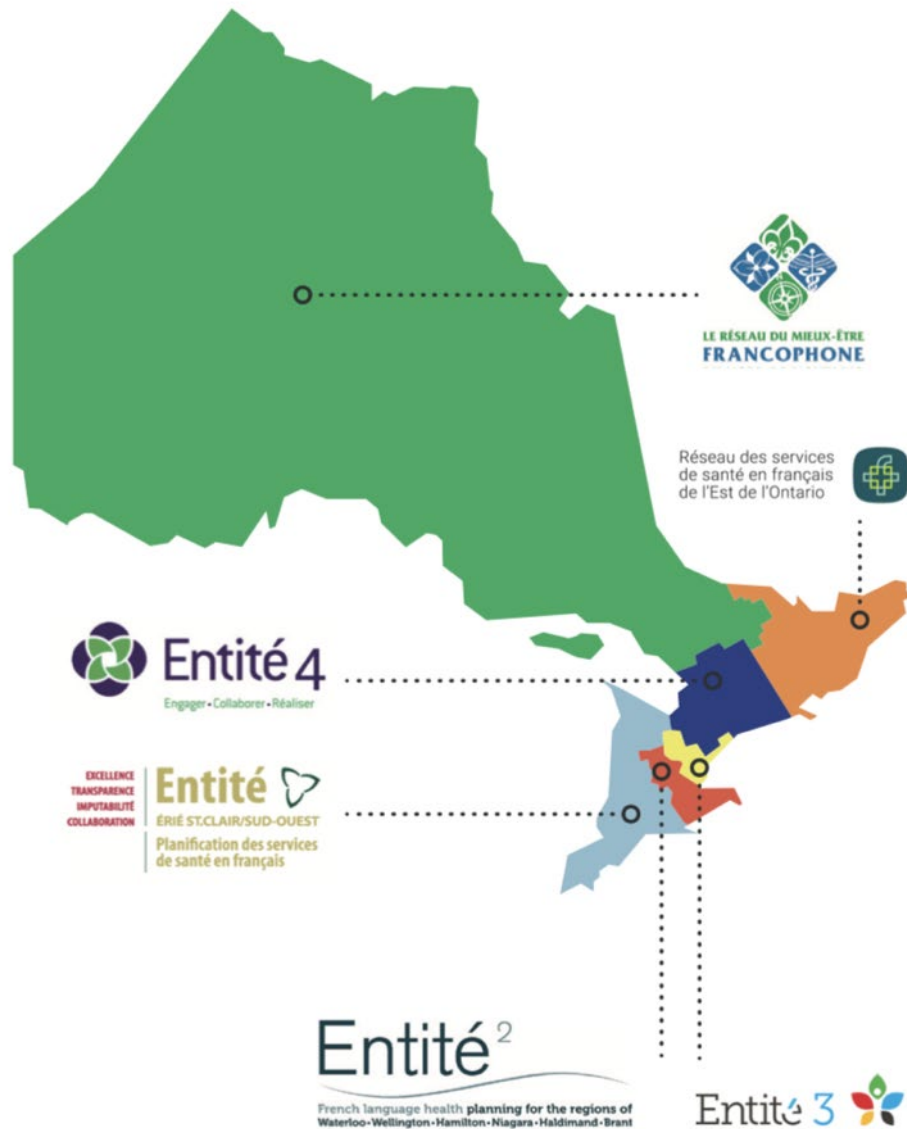
The Réseau's Work Areas

Planning of French language
health services

Engaging the Francophone
community

Supporting health service
providers

Supporting Ontario Health
Teams



- ❖ French Language Health Planning Entities: The *Regroupement des Entités de planification des services de santé en français de l'Ontario*
- ❖ *French Language Health Networks of Ontario*

Patient Experiences

Natalie Aubin on the Importance of French Language Mental Health Services

As a mental health professional, Natalie understands the importance of services in one's mother tongue when in a state of crisis. Here is why.



<https://www.youtube.com/watch?v=h-UiQan8Ds0>

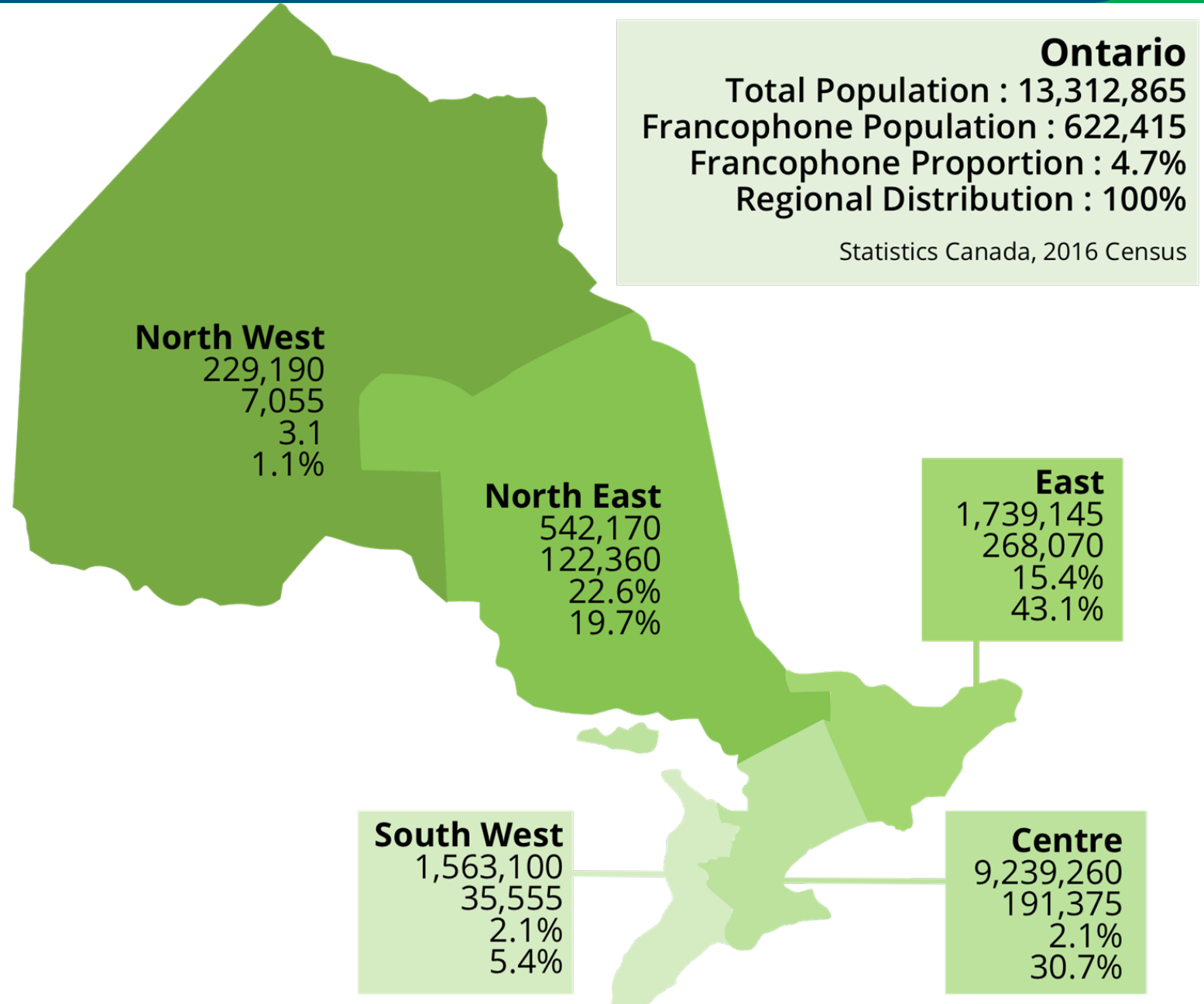


Francophone Population

The Inclusive Definition of Francophones (IDF) :

« Francophones are persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home. »

Francophones by Region in Ontario





The *French Language Services Act*

The *French Language Services Act*

The *French Language Services Act (1986)* guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in 26 designated areas.

The French Language Services Commissioner of the Office of the Ontario Ombudsman is responsible for receiving complaints from the public regarding French language services.



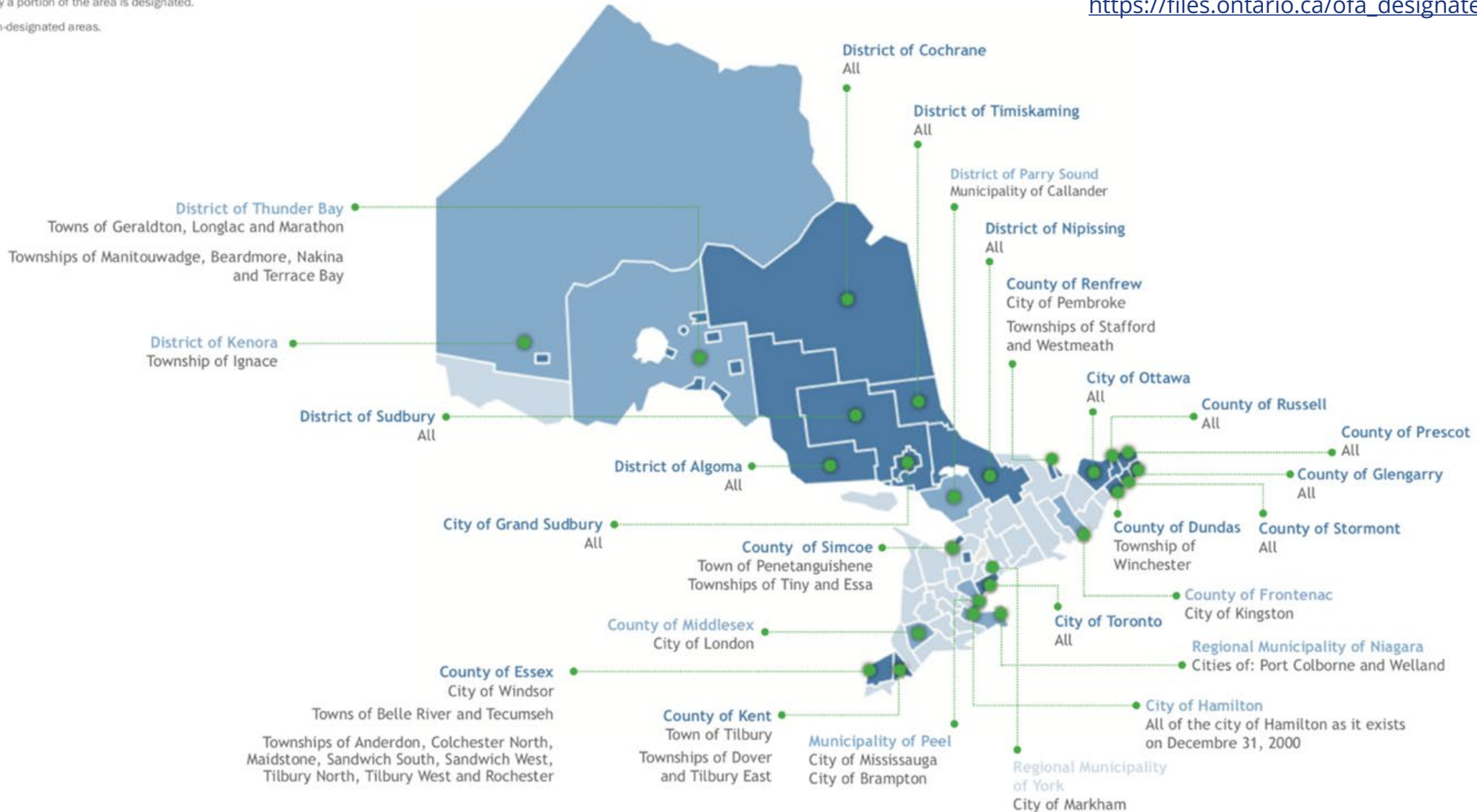
Map highlighting the French Designated Areas in Ontario



Office of Francophone Affairs

https://files.ontario.ca/ofa_designated_areas_map_en.pdf

- The whole area is designated under the FLSA.
- Only a portion of the area is designated.
- Non-designated areas.



Active Offer of French Language Health Services



Active Offer of French Language Health Services

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



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.



Vulnerable Groups

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



Children

Seniors

Newcomers

Individuals in crisis

People at the end of life

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.

Impacts of language barriers



Delay or lack of follow-up in treatments

Increased number of diagnostic errors and treatments










Increased occurrence of critical incidents due to professional errors

Misunderstanding of diagnosis or treatment

Increased number of unnecessary or inappropriate hospitalizations

Inadequate management of chronic illnesses

Best Practices of Direct Client Services

Bilingual professionals 	Bilingual intake forms 	Bilingual reception and services 
Identification of language of service 	Bilingual voicemail 	Communications plan and strategy 
Third party contracts 	Patient satisfaction questionnaire 	Interpretation services 

Identification of Mother Tongue | *Linguistic Variable*

The following two questions are recommended for collecting linguistic identity data for the purposes of planning and delivering care:

1

What is your mother tongue? English | French | Other

2










If your mother tongue is neither French nor English, in which of Canada's official languages are you most comfortable? English | French

Why ask Mother Tongue instead of Preferred Language?

At **vulnerable** times, such as when dealing with a **health problem**, **Francophones** often do not request service in French for **fear** that their **language preference** will have a **negative impact** on the **quality** of service they receive, the **accessibility** and **wait times**.

Language preference can **change** from one context to another **without having an opportunity to mention it** to staff. Mother tongue does not change.

Best Practices of Visual Identity and Communication

Identifying bilingual staff 	Tags 	Bilingual signage 
Bilingual business cards 	Bilingual documentation 	Letterhead 
Correspondence received in French 	Tools and software in French 	Bilingual website 

Roles and Responsibilities in the Active Offer of French Language Health Services

Key Partners of Active Offer

System Level	Government authorities make sure that organizations are accountable for active offer.
Organizational Level	Health service providers take leadership by implementing policies, procedures and a culture that promotes active offer.
Professional Level	Health care professionals practice active offer and understand the needs of Francophone clients.
Individual Level	Francophones identify themselves, actively use French language health services and participate in the planning process.

As a Health Care Professional or Employee...

What is My Role in the Promotion of Active Offer?



Greet clients with a bilingual salutation : **Hello, Bonjour** or **Organization XXX, Bonjour** and continue the conversation in the client's language



Identify yourself as a French speaker (pins, signage, etc.)



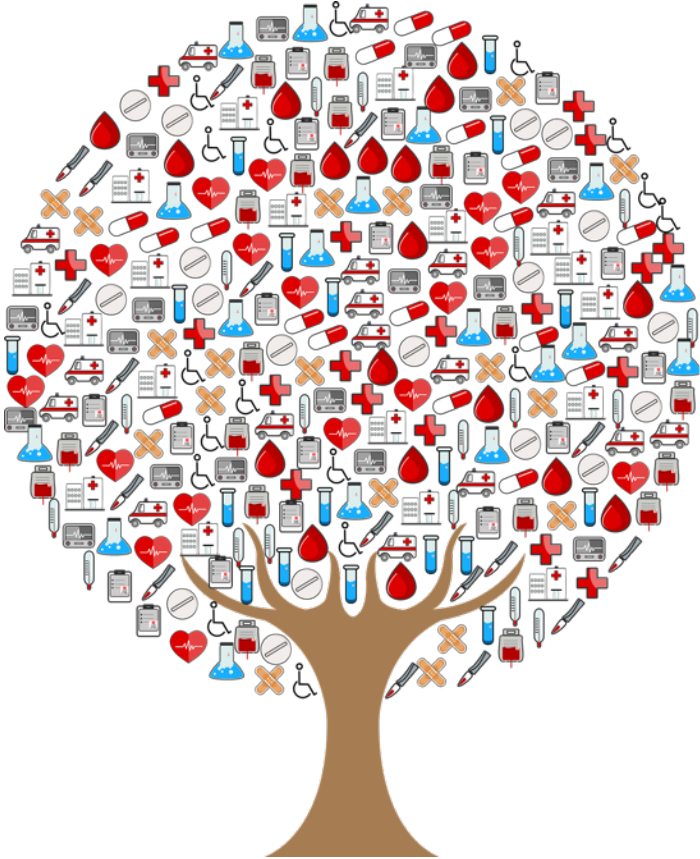
Understand the needs of Francophones



Redirect Francophone clients to Francophone professionals or employees

As a Health Service Provider...

What is Our Role in the Promotion of Active Offer?



- ✓ 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 languages services
- ✓ Empower the employees in the implementation of active offer

As a Health Service Provider...

What is Our Role in the Promotion of Active Offer?



- ✓ Include the Francophone community at the governance level
- ✓ Develop a policy on active offer
- ✓ Integrate French language services in strategic planning
- ✓ Engage the Francophone community
- ✓ Plan, coordinate and assess French language services

French Language Health Services and Resources



Réseau's French Language Health Services Resources and Trainings



formationoffreactive.ca
activeoffertraining.ca

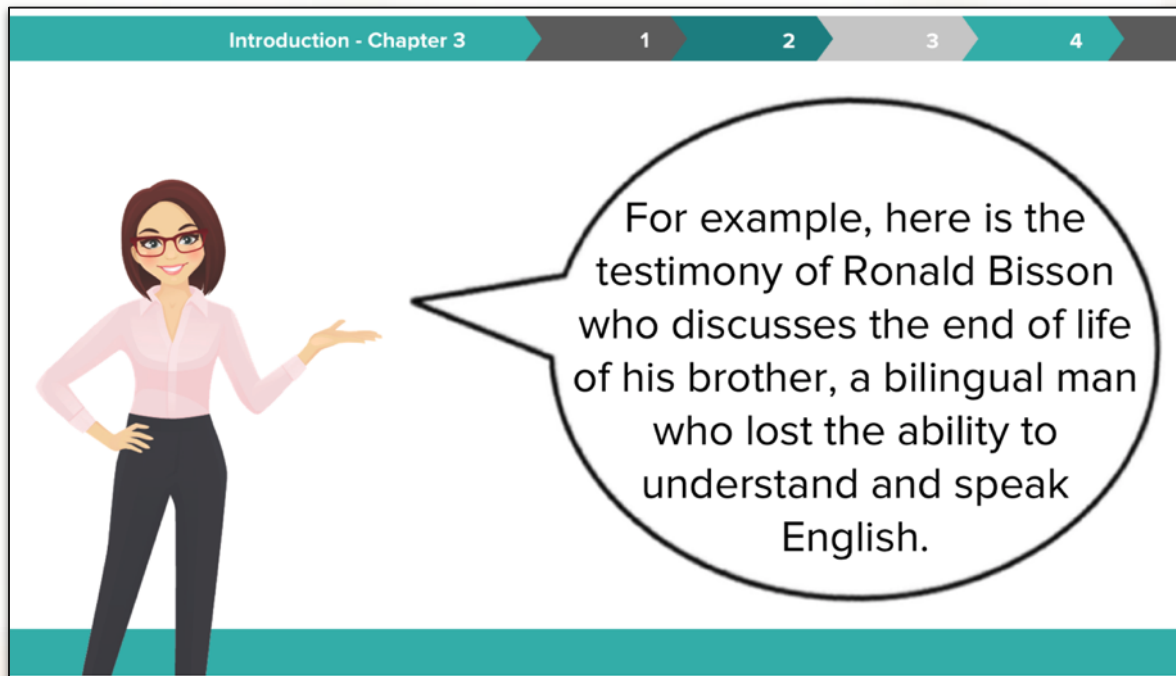
- ❖ Awareness sessions on French language health services
- ❖ *Interpretation and You* training
- ❖ Examples of documents to support identification and designation criteria
- ❖ Active offer toolkit
- ❖ Réseau's Website for additional resources



formationoffreactive.ca
activeoffertraining.ca

Interactive Online Training
on Active Offer of French
Language Health Services

Training Modules



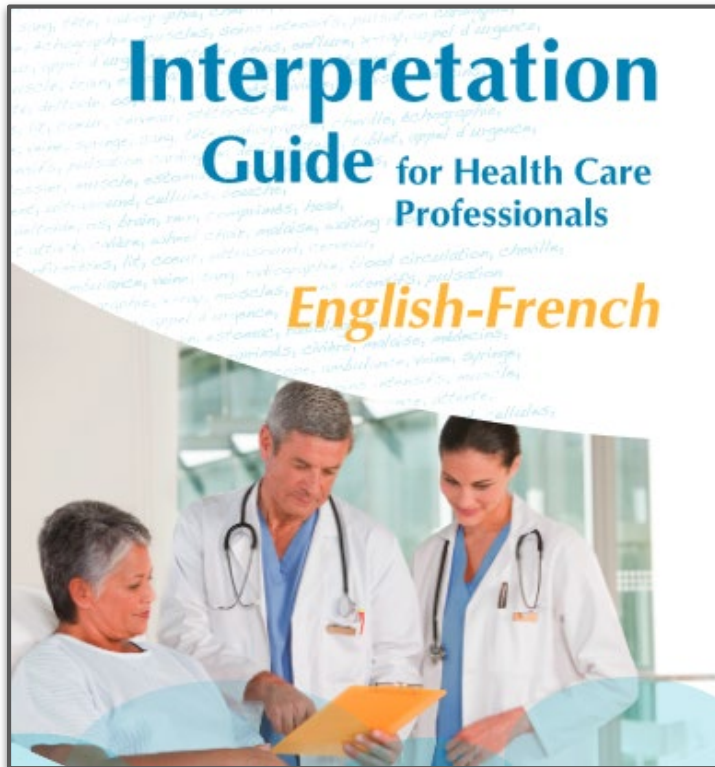
1. Excellence in Patient-Centered Care
2. Equity and Security
3. Cultural Competency
4. Recruitment and Retention of Bilingual Human Resources
5. Work Environment and Organizational Culture
6. Community Engagement

Other French Language Health Services Resources and Trainings



- ❖ French language training reimbursement program
- ❖ Translation program
- ❖ EENET: Réseau francophone pour les fournisseurs de services en santé mentale et en lutte contre les dépendances
- ❖ Interpretation guide
- ❖ MedInterpret App
- ❖ CNFS internship
- ❖ Health Human Resources Strategy

Interpretation Guide



Interpretation guide for Health Care Professionals (paper or PDF)



Interpretation guide for Health Care Professionals (mobile app)





Equality

Division of resources into equal parts



Equity

People getting the resources they need



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

Thank you, Merci

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