

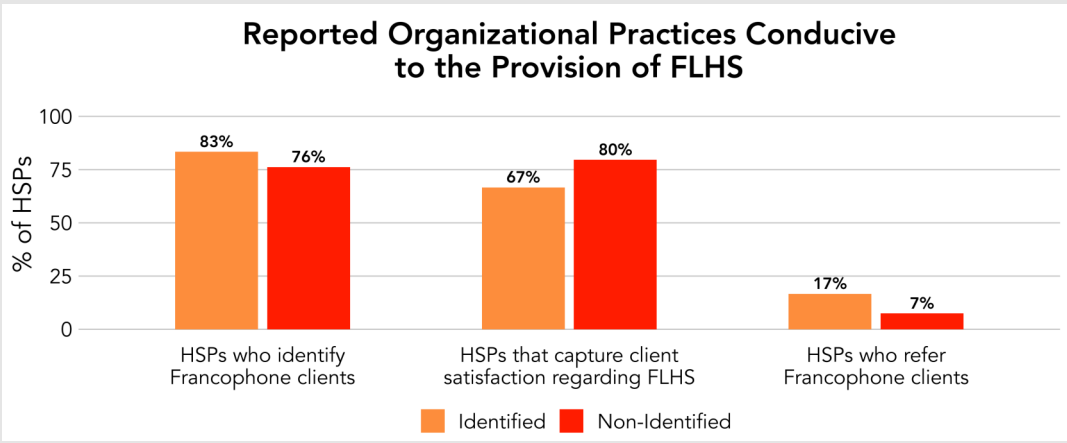
Overview

| Distribution of HSPs | | |
|----------------------|------------|----------------------------|
| Responsibility Level | # of HSPs | FLS Report Submission Rate |
| Designated HSPs | 0 | N/A |
| Identified HSPs | 6 | 100% |
| Non-Identified HSPs | 147 | 93% |
| Total | 153 | 93% |

| Francophone Population | |
|------------------------|--------|
| Number | 12 960 |
| Percentage | 1.4% |

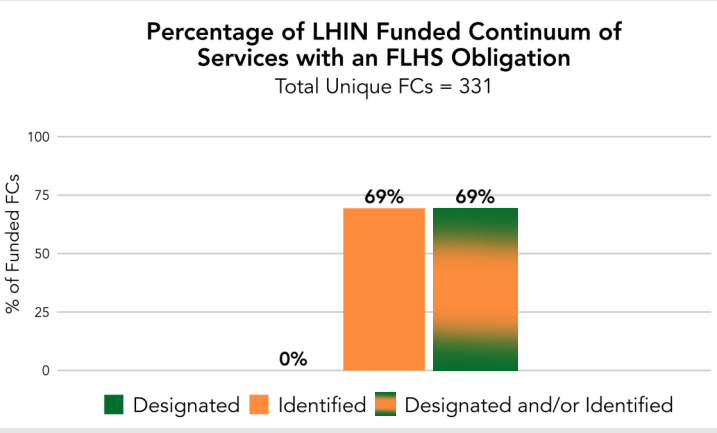
These tables provide an overview of HSPs according to their responsibility level regarding FLHS, their response rate to the FLS report, as well as an overview of the local Francophone population. The Francophone population is based on 2016 Statistics Canada Census data, which uses the Inclusive Definition of Francophone (IDF).

Organizational Practices

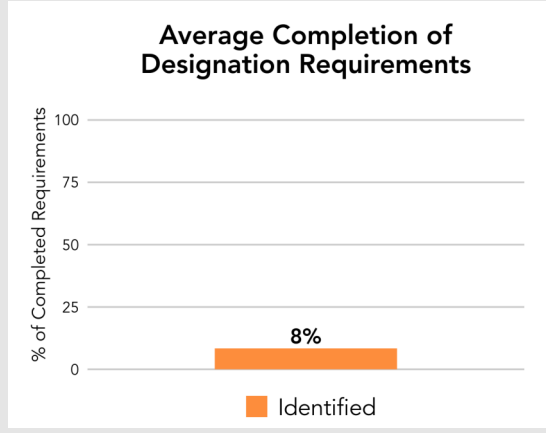


This graph represents the percentage of HSPs that follow key practices conducive to the provision of FLHS, according to HSPs' responsibility level as well as the average across all HSPs.

FLHS Responsibility

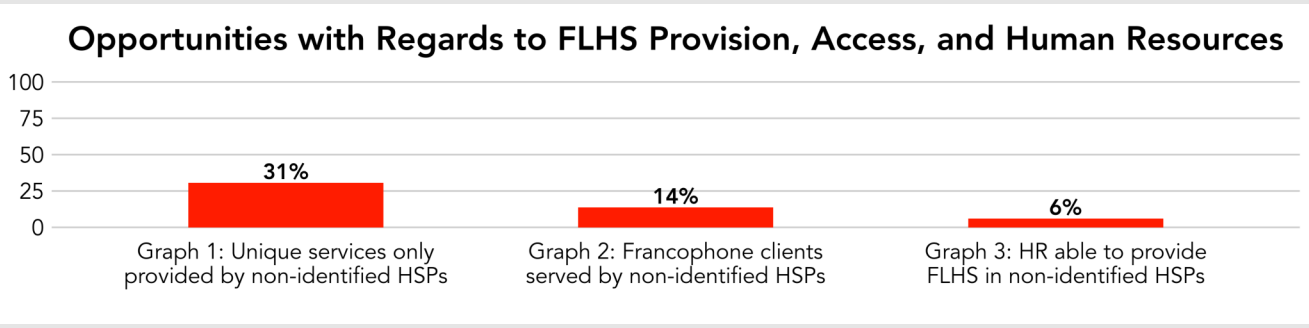


The Ozi Project identified 331 unique services (Functional Centres) across the continuum of care. This graph represents the proportion of unique services that are offered by at least one designated HSP and/or identified HSP, as well as the sum total of unique services along the continuum of care.



This graph represents the average completion of designation requirements by designated and identified HSPs.

FLHS Opportunities



Graph 1: Represents the percentage of unique services along the continuum of care that are only provided by non-identified HSPs.

Graph 2: Represents the percentage of Francophone clients served by non-identified HSPs.

Graph 3: Represents the percentage of HR located in non-identified HSPs who have Advanced Minus to Superior French language proficiency among all HR who reported some level of FLS proficiency.

Glossary of Terms :

Inclusive Definition of Francophone refers to 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.

Designated HSPs are designated under O. Reg. 398/93: Designation of Public Service Agencies of the *French Language Services Act (FLSA)* to provide health services to the public in French.

Identified HSPs have been selected by local regional planners to provide health services to the public in French, in accordance with their existing FLHS capacity, and are working towards obtaining designation under the FLSA.

Non-Identified HSPs are neither identified for designation nor designated under the FLSA. While there is no expectation for these HSPs to have FLHS capacity, they still have a responsibility to develop and implement a plan to address the needs of their local Francophone community.

LHIN Funded Continuum of Services is the set of unique services (also known as functional centres) across the continuum of care, which are provided by the local health system. These services are located across all sectors, including hospitals, long-term care, mental health and addictions, community support services, and community health centres.

Designation Requirements are established and managed by the Ministry of Francophone Affairs (MFA). Designated HSPs are expected to fulfill and maintain a set of requirements. Identified HSPs are expected to work towards fulfilling these requirements.

FLHS Responsibility refers to HSPs who have a responsibility to provide FLHS or must develop capacity to do so.

Explanatory Notes :

FLHS Responsibility

Percentage of LHIN Funded Continuum of Services with an FLHS Obligation

- 0% of unique services across the continuum of care are being offered in at least one (1) designated HSP, where there is a guarantee that services will be provided in French.
- 69% of unique services across the continuum of care are being delivered by at least one (1) identified HSP. There is ongoing work within these HSPs to build FLHS capacity and as such, the service may not be guaranteed to be provided in French.
- In total, 69% of all unique services are offered by at least 1 designated and/or identified HSP across the LHIN.

Average Completion of Designation Requirements

- Designated HSPs are expected to meet and maintain 100% of the designation requirements, as set out by the Ministry of Francophone Affairs (MFA).
- There are 0 Designated HSPs in the LHIN.
- There are 6 Identified HSPs in the LHIN, which are expected to be working towards designation. On average these HSPs meet 8% of the designation requirements, as set out by the MFA.

Organizational Practices

The identification of Francophone clients, the capturing of client satisfaction, and the practice of referring Francophone patients to providers capable of providing FLHS are some of the key components of the concept of Active Offer. Further analysis is required to ensure that there is consistency across the LHIN in implementing these organizational best practices.

FLHS Opportunities

The information provided in this section helps identify areas of opportunity related to improving the availability of unique services in French, enhancing access to FLHS and optimizing staff within non-identified HSPs who have the ability to provide services in French.

Graph 1: Identifying opportunities to improve FLHS capacity along the continuum of care for services.

- 31% of all unique services along the continuum of care are only provided by non-identified HSPs.
- Further analysis is required to determine if opportunities exist for improving FLHS capacity within specific sectors along the continuum of care.

Graph 2: Identifying opportunities to improve Francophone clients' access to FLHS.

- Of the Francophone clients that were identified, 14% received services by a non-identified HSP.
 - Note, although a non-identified HSP may identify a Francophone client, it does not guarantee that it has the FLHS capacity to provide service(s) in French.
- In addition, given that not all non-identified HSPs are actively identifying Francophone clients, the total number of Francophone clients served by non-identified HSPs may be higher than what's reported.
- Further work is required to ensure that HSPs have a mechanism in place to identify Francophone clients, promote the principles of Active Offer and build FLHS capacity, where needed.

Graph 3: Identifying opportunities to optimize staff within non-identified HSPs who may have the ability to provide health services in French.

- 6% of all HR within non-identified HSPs have an "advanced minus" to "superior" French language proficiency in French.
- Further analysis is required to assess opportunities for leveraging FLHS capacity within non-identified HSPs.