

French Language Services Online Toolkit launched

March 7, 2017 – A new online French Language Services (FLS) Toolkit provides Northern health care providers with resources that help them to better plan and deliver quality health care services for Francophones.

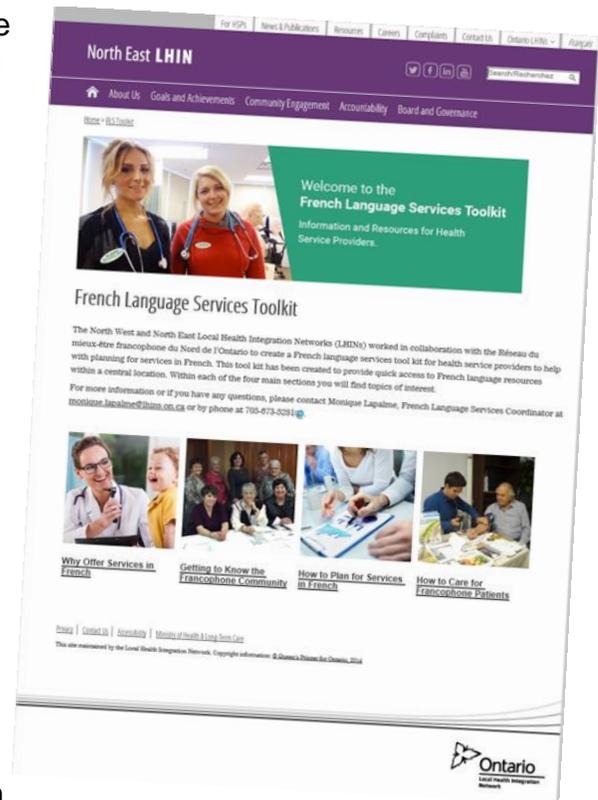
The FLS toolkit, available [here](#), was created by the North East and North West Local Health Integration Networks (LHIN) in collaboration with the Réseau du mieux-être francophone du Nord de l'Ontario (Réseau).

The toolkit includes resources to support designated and identified health service providers in implementing quality services in French. It also includes valuable information for other health care organizations to help them in their efforts of having services in French as easy as possible.

The toolkit contains four main sections. Within each section, organizations can find information that is most relevant to their needs such as: information on patient-centred care, supporting legislation, Francophone demographics and culture, Identification of Francophones and human resources, active offer, training courses, etc...

“Language and culture play a vital role in patient care and this toolkit provides our health care organizations with valuable information to help them better meet the needs of their French speaking patients, residents and clients,” said Louise Paquette, CEO of the North East LHIN.

“We are pleased to collaborate with the LHINs on this important initiative, as it demonstrates our commitment in supporting health service providers with the provision of French language services. Access to equitable services remains a priority for all,” said Diane Quintas, Executive Director of the Réseau du mieux-être francophone du Nord de l'Ontario.



Facts:

- 23% of people living in Northeastern Ontario are Francophone – the largest proportion of Francophones in Ontario.
- As part of the health service planning process, LHINs work in partnership with the Réseau to better meet the needs and priorities of French-speaking communities.
- The North East LHIN currently has 42 care providers officially designated and 57 others who are identified to further plan for the provision of FLS.
- The NE LHIN, NW LHIN and the Réseau have a joint three-year health action plan on French Language Services aimed at enhancing care coordination, improving the patient experience, increasing access to services in French and reducing inequities, and strengthening the sustainability of French Language Services. The plan is available online on the NE LHIN website [here](#) or on the Réseau's website [here](#).

For more information: Katerine Moyer, Communications Coordinator, 705-840-2215, Katerine.moyer@lhins.on.ca