

Health Care Services in French in the South East LHIN

The French Services Program is a Provincial Designation Process designed to ensure access and continuous improvement of services offered in French to the communities.

In 2006 Kingston became one of the 25 designated areas to offer public services including health care in French. The Kingston area offers health care services in French from 12 providers and/or work toward the development of such services. These providers are:

Hospitals

- Kingston General Hospital
- Hôtel Dieu Hospital
- Providence Care (including Providence Manor for long-term care)

Community Care Access Centre

- South East Community Care Access Centre

Community Support Services

- Victorian Order of Nurses – Greater Kingston
- Canadian National Institute for the Blind
- The Canadian Hearing Society – Kingston Region
- Alzheimer Society of Kingston

Addiction and Mental Health Agencies

- Frontenac Community Mental Health & Addictions Services
- Peer Support South East Ontario
- The Salvation Army Kingston Harbour Light
- Sexual Assault Centre Kingston

The South East LHIN has Accountability Agreements with the organizations listed above in order to help them achieve a development plan to roll out and provide services in French to the public. Once the Designation Plan is achieved, the provider will have a designation status under the French Language Services Act. Through this status, the Francophone population will be aware that:

- French-language services are available in that organization
- The organization is committed to providing French-language services on a permanent basis

The South East LHIN works closely with the French Language Health Services Network of Eastern Ontario (the Réseau) to ensure the 12 organizations get the support they need to start their Designation Plans.

This working partnership with the Réseau is important to support the development of new programs and services in French. Together we promote existing services to improve access for the Francophone community living in the South East. The South East LHIN and the Réseau work together toward the following goals:

- Improving the quality of data for better French-Language health services planning
- Strengthening Francophone participation in health services planning
- Including the Francophone perspective in regional strategy and initiative planning

- Improving the active offer of French-language health services through designation
- Measuring the impact of our actions on French-language health services