

# A Guide to Providing French Language Public Health Programs and Services to French-speaking Ontarians

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Public Health Division

Ministry of Health and Long-Term Care

November 2008

## Table of Contents

1.	Preamble .....	1
2.	Purpose of this Guide.....	1
3.	The French Language Services Act.....	2
	3.1 Figure 1: Map of Areas Designated Areas Under the FLSA.....	3
4.	Expectations of Boards Of Health Regarding French-Language Services.....	4
5.	Relating the Ontario Public Health Standards to French-Language Services .....	4
	5.1 Need.....	4
	5.2. Impact.....	6
	5.3 Capacity .....	7
	5.4. Partnership and Collaboration.....	7
6.	The French Language Health Services Office .....	8
7.	Resources and Supports for Boards of Health .....	9
	7.1 Local Organizations .....	10
	7.2. Provincial Organizations .....	11
	7.3. National Organizations.....	12
	7.4. Information About the Francophone Population .....	13
	7.5. Web-Based Resources .....	15
	7.6. Tools.....	16
	7.7 Francophone/Bilingual Scientific Journals .....	17
8.	References.....	19

## Acknowledgements

The Ministry of Health and Long-Term Care wishes to thank the contributions of the Public Health Research, Education and Development (PHRED) Program, Sudbury & District Health Unit in the development of this document.

## 1. Preamble

*The Ontario Public Health Standards outline the expectations for boards of health, which are responsible for providing public health programs and services that contribute to the physical, mental, and emotional health and well-being of all Ontarians. Boards of health are responsible for the assessment, planning, delivery, management, and evaluation of a variety of public health programs and services that address multiple health needs, as well as the contexts in which these needs occur.*

In implementing the Ontario Public Health Standards (OPHS), boards of health are expected to “tailor programs and services to meet local needs and work towards the achievement of (...) outcomes and goals” as specified in the OPHS. Determination of local needs is informed by the assessment of the distribution of the determinants of health, the demographic and health status profiles of the population served by each board of health, and the incidence of disease and patterns of injury.

Language is one important factor that will guide the identification of local needs. This is particularly true when it comes to the French language and to French-speaking Ontarians. In fact, the OPHS state that: “...in keeping with the *French Language Services Act*, services in French should be made available to French-speaking Ontarians located in designated areas.”

## 2. Purpose of This Guide

This guide has been developed to assist boards of health in the provision of French-language public health programs and services to French-speaking residents of communities within their jurisdictions. It will help boards of health take into consideration French-speaking residents and communities while assuming responsibility for assessing, planning, delivering, managing, and evaluating public health programs and services.

The purpose of this guide is to:

- 1) Provide an overview of the *French Language Services Act*.
- 2) Assist with the interpretation of the language in the OPHS relating to the provision of services to French-speaking Ontarians by boards of health, and tailor the OPHS principles to the francophone context.
- 3) Provide a description of the French Language Health Services Office, including the services and resources they provide.
- 4) Share some information on supports and resources available to assist boards of health in the provision of services in French.

This guide is not intended to be legally binding, and does not mandate or require boards of health to provide any of the services specified herein. It is intended for informational purposes only.

### 3. The French Language Services Act

The provincial government is committed to ensuring that the right of francophones to receive Ontario government services to the public in French is respected, and to demonstrate greater transparency when it comes to access to and quality of these services. The *French Language Services Act* (FLSA) came into force in Ontario in 1989. The FLSA gives all persons the right “to communicate in French with, and to receive available services in French from”, any head or central office of a government agency, which includes all provincial ministries, and “agencies” as defined in the FLSA. Furthermore, this right can be exercised in respect of “any other office” (as opposed to just the head office) of a government agency that is located in or serves an area designated in the Schedule to the FLSA. There are 25 designated regions across the province (refer to Figure 1 for a map of areas designated under the FLSA).

The definition of “government agency” in section 1 of the FLSA, does not include municipalities, or local boards as defined in the *Municipal Affairs Act*, and therefore does not apply to boards of health.

However, under section 14(1) of the FLSA, a council of a municipality that is in an area designated in the FLSA may pass a by-law providing that the administration of the municipality shall be conducted in both English and French and that all or specified municipal services to the public shall be made available in both languages. If such a by-law is passed by a designated municipality, it could specify that the board of health provide services in French (this applies to all boards of health). Municipalities are independently responsible for deciding whether or not to pass such a by-law. A total of 18 boards of health serve designated areas.

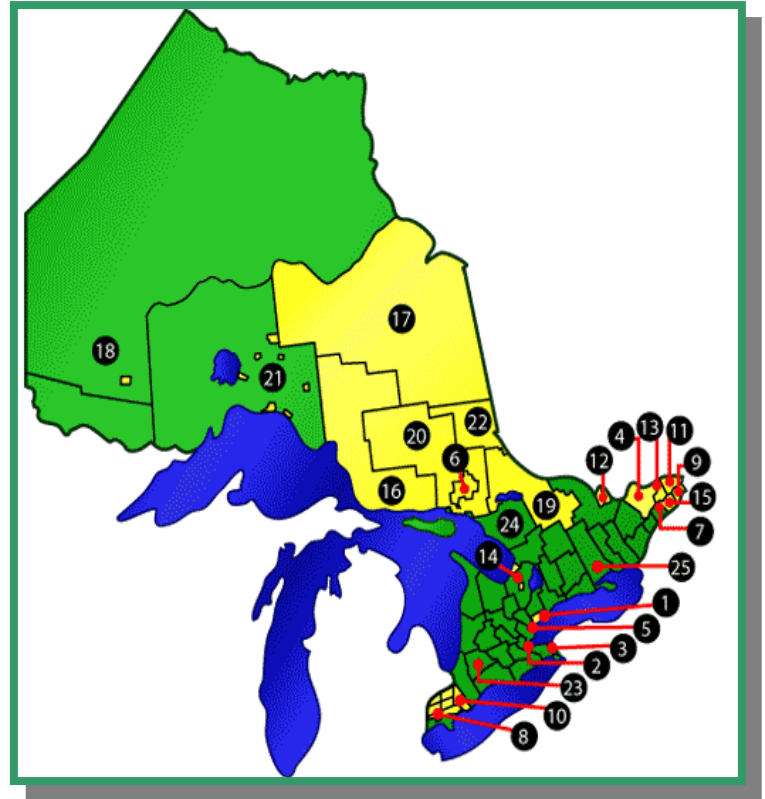
In order to become designated under the FLSA, the region or area must meet the following criteria:

- Francophones must make up at least 10% of the local population, or
- In urban centres, the number of francophones must exceed 5,000.

The Minister Responsible for Francophone Affairs works with the Office of Francophone Affairs to ensure the application and management of the FLSA. The Office of Francophone Affairs “provides information on the province's French-speaking population to other levels of government and the public, and co-ordinates the government-wide delivery of French-language services” in designated regions (Office of Francophone Affairs, <http://www.ofa.gov.on.ca/english/about.html>, consulted on September 5, 2008). The Office of Francophone Affairs ensures that francophones have access to provincial government services in French and that they are enabled to contribute to the social, economic and political life of the province, while maintaining their language and culture.

### 3.1. Figure 1: Map of Areas Designated Areas under the FLSA

1. City of Toronto: All
2. City of Hamilton: All of the City of Hamilton as it existed on Dec. 31, 2000
3. Regional Municipality of Niagara: Cities of Port Colborne and Welland
4. City of Ottawa: All
5. Regional Municipality of Peel: City of Mississauga; City of Brampton
6. City of Greater Sudbury: All
7. County of Dundas: Township of Winchester
8. County of Essex: City of Windsor; Towns of Belle River and Tecumseh; Townships of Anderson, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester
9. County of Glengarry: All
10. County of Kent: Town of Tilbury; Townships of Dover and Tilbury East
11. County of Prescott: All
12. County of Renfrew: City of Pembroke; Townships of Stafford and Westmeath
13. County of Russell: All
14. County of Simcoe: Town of Penetanguishene; Townships of Tiny and Essa
15. County of Stormont: All
16. District of Algoma: All
17. District of Cochrane: All
18. District of Kenora: Township of Ignace
19. District of Nipissing: All
20. District of Sudbury: All
21. District of Thunder Bay: Towns of Geraldton, Longlac and Marathon; Townships of Manitouwadge, Beardmore, Nakina and Terrace Bay
22. District of Timiskaming: All
23. County of Middlesex: City of London
24. District of Parry Sound: Municipality of Callander



## 4. Expectations of Boards of Health Regarding French-Language Services

Boards of health are not subject to the FLSA, except when a municipality in a designated area has passed a by-law to that effect. However, boards of health that are not required to provide services in French under the FLSA have the obligation to refer French-speaking clients who are looking for French-language services to other agencies that do. In the planning and delivery of their public health services, boards of health should consider the following FLSA operational requirements:

- **Knowledge and Awareness:** Increased knowledge and awareness by public health staff of the FLSA requirements and the needs and concerns of Ontario's francophone clients; public awareness of the obligations of the boards of health with regards to French-language services.
- **FLS Capacity:** Capacity to ensure an active offer and delivery of high-quality services in French, including services to the public delivered electronically and via partnerships.
- **Francophone Engagement:** Active participation of francophones in public consultations and citizens/community engagement activities.
- **FLS Integration:** Increased integration of FLSA principles and the needs and concerns of francophone clients in strategic planning and decision-making processes.

These operational requirements are consistent with the Principles outlined in the Ontario Public Health Standards.

## 5. Relating the Ontario Public Health Standards to French-Language Services

*To ensure that boards of health assess, plan, deliver, manage, and evaluate public health programs and services to meet local needs, while continuing to work towards common outcomes, boards of health shall be guided by the following principles: **Need, Impact, Capacity, and Partnership and Collaboration.***

While these principles form the foundation for the delivery of all public health programs and services, they are also helpful in guiding the provision of services to French-speaking Ontarians. As boards of health define their operational/program plans to meet the expectations outlined in the OPHS, it is important that the needs and concerns of their French-speaking communities be considered and integrated from the outset.

### 5.1. Need

As outlined in the OPHS, "the principle of need acknowledges the importance of using data and information to inform decision-making at the local level". Programs and services delivered by boards of health should be tailored to the local community context and, more specifically, to meet the needs of priority populations. Priority populations are defined in the OPHS as "those populations that are at risk and for

which public health interventions may be reasonably considered to have a substantial impact at the population level.” French-speaking Ontarians as a whole or in certain regions or communities of the province may be identified as a priority population based on need.

Ontario is home to the largest francophone population in Canada, after Québec. Existing data show that francophones in Ontario have unique social and health status characteristics which have an impact on the need for services in French, and on planning for delivery of these services. Previous reports on the demographic and health status of francophones, including the Second Report on the Health of Francophones in Ontario (Public Health Research, Education, and Development Program, 2005) and the Statistical Profile of Francophones in Ontario (Office of Francophone Affairs, 2005) have highlighted that the francophone population in Ontario is, on average, older and less educated and includes a larger proportion of elderly women than the general Ontario population. The Ontario francophone population is also increasingly heterogeneous. Between 1996 and 2001, the percentage of francophones who belong to a racial minority increased in every region of the province, with immigrant francophones more likely to be concentrated in the Toronto and Ottawa regions (Office of Francophone Affairs, 2005).

The Second Report on the Health Status of Francophones (PHRED, 2005), based on the Canadian Community Health Survey (CCHS) Cycle 1.1 (2001), also indicated that certain disparities exist in the health status of the francophone population of Ontario. For example, a significantly lower proportion of francophones than anglophones self-rated their health as “excellent/very good”, and a higher proportion indicated that they needed assistance with activities of daily living. A significantly higher proportion of francophones reported being daily smokers and a significantly higher proportion of francophone non-smokers were exposed to second-hand smoke than the general Ontario population. As it relates to preventative services, it was reported that the francophone population was significantly less likely to visit the dentist than the Ontario population.

In addition to this, the nature of certain public health programs increases the need to ensure that services are available in French. Such is the case for services targeted to an audience that would include unilingual francophone participants, such as programs targeting schools and day care centres. In the case of schools, for example, information, correspondence, and presentations should be provided in French, according to school board policy.

Data and information about the francophone community is very useful to inform planning and delivery of public health programs tailored to this specific population and to further support the need to provide public health services in French. Boards of health should therefore engage in ongoing population health assessment and surveillance of the French-speaking community in their health unit area in order to continue to identify specific needs related to this group and generate evidence to guide the development of appropriate French-language public health programs and services. In doing so, boards of health may identify French-speaking Ontarians within their jurisdiction as a priority population, regardless of whether they are serving areas designated under the FLSA or not. This forms part of the local public health

responsibility to respond to community needs and reduce barriers to accessing programs and services.

Engaging in ongoing population health assessment and surveillance of this group is not, however, without challenges. Data on francophone populations are not always easily available. Boards of health should strive to collaborate with the francophone community and with research centres and academic partners with expertise in this area, and continue to examine the literature on this topic as they continue to identify needs for this population.

## 5.2. Impact

The OPHS state that boards of health should “strive (...) to influence broader societal changes that reduce health disparities and inequities by coordinating and aligning programs and services with those of other partners”. This also means that boards of health have a key role to play in achieving “the best possible outcomes for all Ontarians.”

This principle of reducing health inequities applies to the provision of services in French to French-speaking Ontarians where francophones have been identified as a priority population, regardless of whether board of health is serving an area has been designated under the FLSA or not. In fact, the literature on the issue of provision of health services to minority language groups indicates that access to services has an impact on overall health outcomes, and that language plays a key role in the delivery of health services (FCFA, 2001, Chen, 2003, Woloshin, Schwartz, Katz, & Welch, 1997). The concept of accessibility goes beyond simply being able to obtain services; rather, it speaks to being able to understand the services that are obtained. For French-speaking individuals, this means being able to receive quality services in French. Boards of health should therefore assess, plan, deliver, and manage their French-language public health programs and services by:

- Drawing on relevant research, evidence, and best practices to support the integration of French-language programs and services in their overall programming, in order to meet identified needs and achieve intended outcomes for French-speaking communities.
- Understanding and striving to reduce the barriers faced by French-speaking Ontarians to accessing equitable opportunities for physical, mental, and emotional health and well-being.
- Making services in French available to the public and ensuring that there is awareness of the availability of these services.

The impact of delivering French-language services should also be monitored through ongoing assessment and evaluation in order to ensure the continuous provision of effective quality services to this population.

### 5.3. Capacity

Understanding the resources required and the current capacity to achieve outcomes for priority populations is essential for effective management of public health programs and services. This also holds true for French-speaking communities and French-language programs and services. In order for boards of health to meet the expectation that public health services in French should be made available to French-speaking Ontarians, they should assess their organizational capacity to support French-language programs and services and draw on and maximize available resources to do so. This includes having access to French-speaking human resources to plan, provide, and evaluate services.

In order to develop or maintain their capacity to deliver services in French, boards of health may:

- Devise strategies related to staff development and hiring and recruitment of French-speaking staff.
- Build on the initiatives and/or resources made available through the French Language Health Services Office (e.g., Careers in health program; translation services provided by the network of translators).
- Work in partnership with other boards of health and francophone organizations to access existing resources and tools that can aid with the provision of services in French (including documentation produced in French, policies and procedures, etc.).

### 5.4. Partnership and Collaboration

The OPHS acknowledge that the delivery of public health programs and services involves partnerships with various sectors. In keeping with this principle, boards of health should foster the creation of a supportive environment for health by engaging the French-speaking community and its citizens in the assessment, planning, delivery, management and evaluation of French-language programs and services. This will help further understand the needs of francophones and will support improved local capacity to meet the public health needs of French-speaking communities.

Boards of health may also wish to form a francophone advisory committee, consisting of either internal staff only or a mix of internal staff and francophone community members to identify and advise on issues affecting service delivery to the francophone population within their catchments area.

The quality and scope of local partnerships among French-speaking stakeholders and public health stakeholders should be an essential indicator of success for boards of health. Partnerships and collaboration with the francophone community, with francophone organizations, and with other boards of health, can help maximize the capacity to provide services in French, thus increasing equitable access to French-language public health programs and services.

## 6. The French Language Health Services Office

In addition to the Office of Francophone Affairs, each provincial Ministry designates a provincial coordinator for French-language services. In the case of the Ministry of Health and Long-Term Care (MOHLTC) and the Ministry of Health Promotion (MHP), the Office of the Provincial Coordinator for French Language Health Services is responsible for developing policies and guidelines in order to implement French-language services within the two ministries and the health care system.

The French Language Health Services (FLHS) Office supports both the MOHLTC and the MHP in the application of the FLSA within the health care and health promotion sectors. The FLHS office provides strategic and operational advice on issues related to FLHS, to ensure compliance with the FLSA, the *Local Health System Integration Act* and other related legislation. This is done through the development of policies, guidelines, and management practices as well as through the management of issues related to French-language services.

The FLHS Office monitors and reports on the performance of the health system regarding French-language health services and on the health of French-speaking Ontarians. Further, the FLHS Office supports both the MOHLTC and the MHP in the development of bilingual health human resource capacity in the health care system. In addition, the FLHS Office coordinates the activities of the team of regional FLHS consultants and French-language translators who work in partnership with local planning bodies, health service providers, and other key partners to support the planning and monitoring of the provision of health services in French.

The FLHS Office also acts as the main point of contact for complaints related to the availability of health services in French lodged with the Office of the French Language Services Commissioner, and is responsible for coordinating the ministries' responses to these complaints.

This FLHS office is available to support boards of health in the process of identifying the needs and concerns of their French-speaking communities and taking them into account while meeting expectations outlined in the OPHS. The types of support services provided to boards of health include:

- The identification of francophone health needs.
- The provision of consultations and focus groups with francophone stakeholders.
- Support for French-language training for health unit staff.
- Support with the identification of French-language resources at the local level.
- Assistance with the development of French-language programs targeting specific sub-population groups such as women, seniors, and youth.
- Assistance with the translation of documents according to eligibility criteria.

The FLHS Office can be reached at:

Address: Provincial Coordinator  
French Language Health Services  
Ministry of Health and Long-Term Care  
Ministry of Health Promotion  
5<sup>th</sup> Floor, Hepburn Block, 80 Grosvenor Street,  
Toronto ON M7A 1E9

Telephone: 416-327-8975

Website: [http://www.health.gov.on.ca/english/public/program/flhs/flhs\\_mn.html](http://www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html)

A large part of the support provided by the MOHTLC/MHP FLHS Office is accessed via the provincial network of French-language Health Services consultants, who serve regions which are designated under the FLSA. These consultants provide support and advice to agencies to help them develop policies, procedures and programs leading to the development of French-language services and eventual designation under the FLSA. A list of all Regional FLHS Consultants can be accessed at:

[http://www.health.gov.on.ca/english/public/program/flhs/consultants\\_dt.html](http://www.health.gov.on.ca/english/public/program/flhs/consultants_dt.html)

The Translation Network, comprised of offices staffed by professional translators, assists identified and designated transfer payment agencies (TPAs) and boards of health in the provision of quality written material in French to the general public. The Senior Administrator of this team can be reached at: [jgauthier@sensenbrennerhospital.on.ca](mailto:jgauthier@sensenbrennerhospital.on.ca)

## 7. Resources and Supports for Boards of Health

The section that follows presents a sampling of various resources and supports that may help boards of health provide French-language public health programs and services to French-speaking Ontarians. It features information on several local, provincial, and national organizations that work in the area of French-language health services in a variety of capacities. It also features a list of web-based resources where boards of health can find information and publications in French, a list of resources and sites where boards of health can find information on the francophone population, a list of tools that can be used in developing resources in French, as well as a sampling of scientific journals that publish health and public health related articles in French. This section is not meant to provide an inventory of these resources and supports, but rather a sampling of various useful tools that can be used by boards of health to assist them in providing and developing services in French. These resources and supports are not presented in order of importance or pertinence.

## 7.1. Local Organizations

A number of local organizations might assist boards of health in delivering French-language public health services. Partnerships with these organizations may help maximize board of health capacity to provide services in French.

Organization	Description	Contact information
<b>Accueil Francophone - Thunder Bay</b>	Accueil Francophone in Thunder Bay provides interpretation services to francophones in Northwestern Ontario. While this organization serves a small region of the province, it also provides a unique service to francophones.	100-292, Court St. South Thunder Bay, ON P7B 6C6 (807) 684-1940 <a href="mailto:accueil@tbaytel.net">accueil@tbaytel.net</a> <a href="http://www.accueilfrancophone.com/">http://www.accueilfrancophone.com/</a>
<b>Centre de services de santé-Peel et Halton</b>	The Centre de services de santé-Peel et Halton aims to provide the francophone community in the Halton Peel region with the means necessary to obtain and maintain an optimal level of physical and mental wellness. The centre provides injury/disease prevention and health promotion activities to the francophone community in its region.	Centre Nord Street, Office 107 Brampton, ON L6V 4N4 905-796-3937 <a href="mailto:santé-cfscm@bellnet.ca">santé-cfscm@bellnet.ca</a> <a href="http://www.csante-peel-halton.com">http://www.csante-peel-halton.com</a>
<b>Francophone Community Health Centres</b>	Community Health Centres (CHCs) are community-based organizations that provide primary health and health promotion programs for individuals, families and communities. In Ontario, there are seven uniquely francophone health centers.  Some of the work that CHCs carry out in their communities is complementary to work that is carried out by boards of health. CHCs can therefore be valuable partners for boards of health in the provision of public health programs and services in French.	
<ul style="list-style-type: none"> <li data-bbox="228 1388 493 1444">• <i>Centre francophone de Toronto</i></li> </ul>		22 College Street, Main Floor Toronto, ON M5G 1K3 (416) 922-2672
<ul style="list-style-type: none"> <li data-bbox="228 1482 480 1566">• <i>Centre de santé communautaire de l'Estrie</i></li> </ul>		280 Industrial Boulevard Alexandria, ON K0C 1A0 (613) 525-5544 <a href="mailto:info@cscestrie.on.ca">info@cscestrie.on.ca</a> <a href="http://www.cscestrie.on.ca/csce/index.php">http://www.cscestrie.on.ca/csce/index.php</a>

<b>Organization</b>	<b>Description</b>	<b>Contact information</b>
<ul style="list-style-type: none"> <li>• <i>Centre de santé communautaire Hamilton/ Niagara</i></li> </ul>		460 Main Street Est, 2 <sup>nd</sup> Floor Hamilton, ON L8N 1K4 (905) 734-1141 AND 1, promenade Vanier, Welland, ON L3B 1A1 (905) 528-0163  <a href="mailto:cscn@iaw.on.ca">cscn@iaw.on.ca</a> <a href="http://www.centredesantecommunautaire.com/english.htm">http://www.centredesantecommunautaire.com/english.htm</a>
<ul style="list-style-type: none"> <li>• <i>Centre de santé communautaire de Sudbury</i></li> </ul>		19, Froot Road Sudbury, ON P3C 4Y9 (705) 670-2274 <a href="http://www.cscsudbury.on.ca/">http://www.cscsudbury.on.ca/</a>
<ul style="list-style-type: none"> <li>• <i>Centre de santé communautaire de Sudbury Est</i></li> </ul>		21, St-Antoine Street Noëlville, ON P0M 2N0 (705) 898-2594
<ul style="list-style-type: none"> <li>• <i>Centre de santé communautaire du Temiskaming</i></li> </ul>		P.O. Box 38 83 Whitewood Avenue New Liskeard, ON P0J 1P0 (705) 647-5775

## 7.2. Provincial Organizations

A number of provincial organizations can support boards of health as they strive to meet the needs of French-speaking Ontarians. These organizations may help with planning for French-language public health services, with providing access to resources in French, or with recruitment of French-speaking health care professionals.

<b>Organization</b>	<b>Description</b>	<b>Contact information</b>
<b>French-language Health Networks</b>	<p>In 2001, 17 French-language Health Networks (Réseaux de santé en français) were established across Canada. These networks, which are funded by Health Canada, work on a variety of initiatives which aim to increase the access, by francophones, to quality health services in French and to network French-speaking health care providers. Each French-language Health Network is linked via a national agency called Société Santé en Français. (see National Organizations)</p> <p>In Ontario, there are four French-Language Health Networks.</p>	
<ul style="list-style-type: none"> <li>• <i>Réseau francophone de santé du Nord de l'Ontario</i></li> </ul>	French-language health network serving the districts of Cochrane, Timiskaming, Thunder Bay, Rainy River, and Kenora in Northern Ontario.	P.O. Box 1358 Hearst, ON P0L 1N0 (705) 362-7484 (866) 489-7484

Organization	Description	Contact information
		<a href="mailto:reseau@santenordontario.ca">reseau@santenordontario.ca</a> <a href="http://www.santenordontario.ca">www.santenordontario.ca</a>
<ul style="list-style-type: none"> <li>• Réseau franco-santé du Sud de l'Ontario</li> </ul>	French-language health network serving all of Southern Ontario.	379, Dundas Street, Suite 120 London, ON N63 1V5 (519) 438-5937 <a href="mailto:dg_rfsso@bellnet.ca">dg_rfsso@bellnet.ca</a> <a href="http://www.francosantesud.ca">www.francosantesud.ca</a>
<ul style="list-style-type: none"> <li>• Réseau de santé en français du Moyen-Nord de l'Ontario</li> </ul>	French-language health network serving the districts of Algoma, Sudbury, Nipissing, Manitoulin, Parry Sound, and Muskoka in Northern Ontario.	435, Notre-Dame Avenue, Suite 113 Sudbury, ON P3C 5K6 (705) 674-9381 <a href="mailto:malarouche@rsfmno.ca">malarouche@rsfmno.ca</a> <a href="http://www.rsfmno.ca">www.rsfmno.ca</a>
<ul style="list-style-type: none"> <li>• Réseau des services de santé en français de l'Est de l'Ontario</li> </ul>	French-language health network serving all of Eastern Ontario	1173, Cyrville road, Suite 300 Ottawa, ON K1J 7S6 (613) 747-7431 (877) 528-7565 <a href="mailto:reseau@rssfe.on.ca">reseau@rssfe.on.ca</a> <a href="http://www.rssfe.on.ca">www.rssfe.on.ca</a>
<b>Regroupement des Intervenantes et Intervenants Francophones en Santé et Services Sociaux de l'Ontario (RIFSSSO)</b>	The RIFSSSO is an umbrella organization of French-speaking health and social services professionals. The RIFSSSO works to increase awareness about those who deliver services in French, and to encourage francophones to pursue careers in health. In doing so, the RIFSSSO provides information and resources on how to recruit French-speaking professionals and on how to create partnerships with groups and organizations involved in the delivery of French-language services.	2, Gloucester St., Suite 205 Toronto, ON M4Y 1L5 1-416-968-6759 or 1-800-265-4399 <a href="mailto:rifssso@rifssso.ca">rifssso@rifssso.ca</a> <a href="http://www.rifssso.ca/">http://www.rifssso.ca/</a>

### 7.3. National Organizations

Several national organizations can support boards of health as they strive to meet the needs of French-speaking Ontarians.

Organization	Description	Contact information
<b>Consortium national de formation en santé (CNFS)</b>	The Consortium national de formation en santé (CNFS) is a national initiative which brings together ten postsecondary institutions that offer programs in a variety of health disciplines in French. The CNFS strives to increase the presence and the contributions of francophone health care professionals so as to better meet the needs of francophone minority communities. The CNFS promotes the development of and planning for health human resources to meet the current and	National secretariat:  400- 260, Dalhousie Rd. Ottawa, ON K1N 7E4 (613) 244-7837 (866) 551-2637 <a href="mailto:jolalonde@cnfs.net">jolalonde@cnfs.net</a> <a href="http://www.cnfs.net/">http://www.cnfs.net/</a>

Organization	Description	Contact information
	<p>future needs of French-speaking minority communities. To achieve this, the CNFS plans and provides funding for post-secondary programs in health disciplines, provides programs that encourage students to pursue health related studies in French, and provides access to continuing education in French for health care professionals.</p> <p>The CNFS can help boards of health increase their capacity to provide services in French by providing links to continuing education, student placements, and health-related research projects.</p>	
<p><b>Société Santé en Français</b></p>	<p>Société Santé en français links all federally funded French-language health networks across Canada, including the four networks located in Ontario. Société Santé en Français supports activities related to:</p> <ul style="list-style-type: none"> <li>• networking of French-speaking health care professionals;</li> <li>• the organization of the health care system;</li> <li>• increasing access to services in French; and</li> <li>• the development and use of appropriate technology.</li> </ul> <p>The Société santé en français website provides links to numerous francophone health-related organizations and publications, which may be useful resources to boards of health.</p>	<p>260, Dalhousie Rd., Suite 400 Ottawa, ON K1N 7E4 1-613-244-1889 <a href="mailto:info@santefrancais.ca">info@santefrancais.ca</a> <a href="http://santefrancais.ca/">http://santefrancais.ca/</a></p>

#### 7.4. Information About the Francophone Population

The following table outlines some key sources of information (from websites to reports and discussion papers) on francophones in Ontario. These sources present a range of information, including demographic and health status information, as well as a discussion on the definition of francophones.

Resource	Description	Web Access
<p><b>Canadian Institute for Research on Linguistic Minorities (CIRLM)</b></p>	<p>The Canadian Institute for Research on Linguistic Minorities (CIRLM) is an independent non-profit organization whose mission it is to promote research and data collection on issues that are vital to Canada's official language</p>	<p><a href="http://www.icrml.ca/index.php?lang=en">http://www.icrml.ca/index.php?lang=en</a></p>

Resource	Description	Web Access
	communities, i.e., anglophones in Québec and francophones outside of Québec.	
<b>Defining Francophones in Minority Situations: An Analysis of Various Statistical Definitions and their Implications</b>	This discussion paper presents a number of statistical definitions of “francophone” that take into account the linguistic variables used in the Census and in a number of Statistics Canada studies.	This document can be accessed at: <a href="http://www.cnfs.net/publications/defining-francophones-minority-situations">http://www.cnfs.net/publications/defining-francophones-minority-situations</a>
<b>Francophone Health Status Reports (PHRED, 2000 and 2005)</b>	The Public Health Research, Education and Development (PHRED) Program has produced two reports on the Health of Francophones in Ontario (Rapports sur la santé des francophones en Ontario): one in 2000, and one in 2005. These reports provide health status information on the Francophone population using data from the Canadian Community Health Survey and the Census.	Rapport sur la santé des francophones en Ontario (2000) can be accessed at: <a href="http://ifo.laurentienne.ca/#san te2">http://ifo.laurentienne.ca/#san te2</a>  Deuxième Rapport sur la santé des francophones en Ontario (2005) can be accessed at : <a href="http://www.sdhc.com/content/resources/folder.asp?folder=4200&amp;parent=15&amp;lang=1">http://www.sdhc.com/content/resources/folder.asp?folder=4200&amp;parent=15&amp;lang=1</a> (full report in French) <a href="http://www.sdhc.com/content/resources/folder.asp?folder=4200&amp;parent=15&amp;lang=0">http://www.sdhc.com/content/resources/folder.asp?folder=4200&amp;parent=15&amp;lang=0</a> (Executive Summary in English)
<b>Réseau de recherche interdisciplinaire sur la santé des francophones en situation minoritaire</b>	The Réseau de recherche interdisciplinaire sur la santé des francophones en situation minoritaire (RISF) is a Research Centre of the University of Ottawa’s Institute of Population Health. The RISF carries out research on the link between francophones in minority contexts and health, and strives to create a national research network on this topic.  The RISF’s website presents a list of publications and presentations on this topic.	<a href="http://www.iph.uottawa.ca/en g/about/risf_projects.html">http://www.iph.uottawa.ca/en g/about/risf_projects.html</a>  <a href="http://www.risf.ca">www.risf.ca</a>

Resource	Description	Web Access
<b>Statistical Profiles of Francophones in Ontario (2005)</b>	<p>Five statistical profiles of Francophones in Ontario which were published by the Office of Francophone Affairs in 2005, are posted on this website:</p> <ul style="list-style-type: none"> <li>• Francophones in Ontario – General Profile</li> <li>• Francophone Racial Minorities in Ontario</li> <li>• Francophone Seniors in Ontario</li> <li>• Francophone Women in Ontario</li> <li>• Francophone Youth in Ontario</li> </ul>	<p>These profiles can be accessed at <a href="http://www.ofa.gov.on.ca/english/stats.html">http://www.ofa.gov.on.ca/english/stats.html</a></p>

## 7.5. Web-based Resources

The following table presents a sampling of websites where boards of health can find French-language resources, articles, research reports, journals, magazines, glossaries and links to other useful websites. Some of these websites are only available in French, while others are bilingual.

Resource	Description	Web Access
<b>Banque de données santé publique</b>	<p>Banque de données santé publique is a French network that collaborates to make sources of public health information available online. This website contains various articles and research reports, bibliographies, a database of journals and magazines, a link to various public health related websites, a <u><a href="#">multilingual glossary</a></u>, and a <u><a href="#">thesaurus</a></u>.</p> <p>Information on this website is only available in French.</p>	<p><a href="http://www.bdsp.ehesp.fr/Default.asp">http://www.bdsp.ehesp.fr/Default.asp</a></p>
<b>Catalogue et index des sites médicaux francophone (CIFMeF)</b>	<p>This catalogue and index of medical sites in French helps facilitate access to French health information for professionals and the general public.</p> <p>Information on this website is only available in French.</p>	<p><a href="http://www.cismef.org/">http://www.cismef.org/</a></p>
<b>Health Nexus (Nexus-Santé):</b>	<p>Health Nexus is, among other things, a bilingual website/service where boards of health can access electronic and print health promotion resources in French, specifically in the areas of chronic disease prevention, early child development, and health equity (inclusion).</p> <p>Information on this website is available in both French and English.</p>	<p><a href="http://www.healthnexus.ca/index_eng.php">http://www.healthnexus.ca/index_eng.php</a></p>

<b>Resource</b>	<b>Description</b>	<b>Web Access</b>
<b>Institut national de santé publique du Québec</b>	The Institut national de santé publique du Québec (INSPQ) is a provincial government organization founded in 1998 to improve the coordination, development and use of expertise in public health. The INSPQ website can be consulted for access to resources and publications in French on numerous public health topics. Some resources are also available in English.	<a href="http://www.inspq.qc.ca/">http://www.inspq.qc.ca/</a>
<b>Promosanté</b>	Promosanté is a French-only website that is designed for francophone health professionals working in health promotion. It offers a variety of health promotion resources in French.  Information on this website is only available in French.	<a href="http://www.promosante.org">http://www.promosante.org</a>
<b>Réseau Franco</b>	Réseau Franco is an online electronic directory where Francophones can search for a variety of community services provided in French across the province.  Information on this website is only available in French.	<a href="http://reseaufranco.ca/index.php">http://reseaufranco.ca/index.php</a>

## 7.6. Tools

Several writing tools exist that can be used by boards of health as they develop resources in French. The table below presents some key tools that can be helpful.

<b>Resource</b>	<b>Description</b>	<b>Web Access</b>
<b>Grand dictionnaire terminologique</b>	The Grand dictionnaire terminologique is an online French/English dictionary that can be used to look up a variety of definitions. It is a useful tool when performing translation reviews and writing in French.	<a href="http://www.oqlf.gouv.qc.ca/">http://www.oqlf.gouv.qc.ca/</a>
<b>Antidote</b>	Antidote is software that offers a variety of reference tools for writing in French. This tool provides an advanced spell and grammar check, which is very useful when creating documents in French, and when reviewing French translations.	More information on this software can be found at <a href="http://www.druides.com/a_english.html">http://www.druides.com/a_english.html</a>
<b>ONTERM (Ontario Terminology)</b>	The ONTERM website includes a database with close to 25,000 Government of Ontario Official Names in English with their French equivalents (position titles, names of ministries and their organizational units and programs,	<a href="http://onterm.gov.on.ca">http://onterm.gov.on.ca</a>

Resource	Description	Web Access
	etc.). The site also includes ministry bilingual glossaries and reference lists (current ministers, hospital names, FHT and LHIN names, ministry acronyms, etc.).	

## 7.7. Francophone/Bilingual Scientific Journals

The following table presents a sampling of scientific journals publish health and public health-related articles either in French only, or in both English and French. These could be used by public health practitioners as they aim to become more familiar with the literature on public health topics.

Journal	Description
<b>Canadian Journal of Public Health</b>	The Canadian Journal of Public Health carries a wide variety of articles on all aspects of public health. A number of these articles are available in French. This journal can be accessed at: <a href="http://www.cpha.ca/en/cjph.aspx">http://www.cpha.ca/en/cjph.aspx</a>
<b>Canadian Nurse/ Infirmière Canadienne</b>	Canadian Nurse is the journal of the Canadian Nurses Association, featuring both peer-reviewed and professional practice articles. Articles are available in both French and English. Information on this journal can be found at: <a href="http://infirmiere-canadienne.com/infirmiere.asp">http://infirmiere-canadienne.com/infirmiere.asp</a> .
<b>Chronic Diseases in Canada (CDIC)</b>	Chronic Diseases in Canada is bilingual quarterly scientific journal published by the Public Health Agency of Canada. This journal focuses on current evidence relevant to the control and prevention of chronic (i.e. non-communicable) diseases and injuries in Canada. Articles include research from such fields as epidemiology, public/community health, biostatistics, the behavioural sciences, and health services or economics. This journal can be accessed at: <a href="http://www.phac-aspc.gc.ca/publicat/cdic-mcc/index-eng.php">http://www.phac-aspc.gc.ca/publicat/cdic-mcc/index-eng.php</a> .
<b>Francophonies d'Amérique</b>	Francophonies d'Amérique is a multidisciplinary journal which serves researchers working in linguistic minority environments. It provides a variety of information on francophones living in minority situations and on North American francophones outside Québec. Information on this journal can be accessed at: <a href="http://www.crccf.uottawa.ca/francophonies_amerique/index.html">http://www.crccf.uottawa.ca/francophonies_amerique/index.html</a> .
<b>Promotion &amp; education</b>	The journal of Promotion & Education provides a unique global perspective on health promotion research and events. This journal publishes both French and English articles. Information on this journal can be accessed at: <a href="http://www.iuhpe.org/?mode=&amp;n=&amp;page=19&amp;lang=en">http://www.iuhpe.org/?mode=&amp;n=&amp;page=19&amp;lang=en</a> .
<b>Reflets</b>	Reflets is a French journal which focuses on social and community intervention and health in an Ontario context. Information on this journal can be accessed at: <a href="http://www.erudit.org/revue/ref/2008/v14/n1/index.html">http://www.erudit.org/revue/ref/2008/v14/n1/index.html</a> .

<b>Journal</b>	<b>Description</b>
<b>Revue d'épidémiologie et de santé publique</b>	The Revue d'épidémiologie et de santé publique publishes a wide variety of research articles on various topics such as cancer, nutrition, etc. Information on this journal can be accessed at: <a href="http://www.elsevier-masson.fr/product_info.php?manufacturers_id=&amp;products_id=5027">http://www.elsevier-masson.fr/product_info.php?manufacturers_id=&amp;products_id=5027</a> .

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