



REPORT FOR INFORMATION

Bendale Acres – Partial Designation Under the French Language Services Act

Date: September 1, 2020

To: Toronto Francophone Affairs Advisory Committee

From: General Manager, Seniors Services and Long-Term Care

Wards: 21

SUMMARY

At the invitation of the Ministry of Francophone Affairs (MFA), Bendale Acres is seeking partial designation under the French Language Services Act. To date, the long-term care home has submitted the application for designation of the Pavillon Omer Deslauriers, a 37-bed French language services section in the home, to the Central East Local Health Integration Network (LHIN). It is expected that once the LHIN confirms the submission meets the pre-defined designation criteria, it will be forwarded to the MFA and the Ministry of Health (MOH), French Language Services Office.

RECOMMENDATIONS

The General Manager, Seniors Services and Long-Term Care recommends that:

Toronto Francophone Affairs Advisory Committee receive this report for information.

FINANCIAL IMPACT

This report has no financial impact beyond what has already been approved by Council in the 2020 Operating Budget for Seniors Services and Long-Term Care. The ongoing costs to meet designation requirements under the French Language Services Act will be submitted for consideration through future year annual budget processes.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

On March 10, 2020, the Economic and Community Development Committee Requested the General Manager, Seniors Services and Long-Term Care, provide an overview of existing services to the French-speaking communities, including information about the new provincial pilot program for the designation under the French Language Services Act to the Toronto Francophone Affairs Committee.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EC12.11>

COMMENTS

The French Language Services Act, 1986 (FLSA) guarantees an individual's right to receive services in French from the Government of Ontario ministries and agencies in or serving 26 designated areas. Currently, organizations seeking full or partial designation under the FLSA must meet a number of criteria and requirements; a pilot project overseen by the MFA and MOH aims to reduce the number of overall requirements.

A select number of organizations have been invited to test the revised requirements and provide feedback while working towards designation status. Bendale Acres is the only long-term care home / municipal service provider invited to participate in the pilot.

Bendale Acres is one of 10 City of Toronto long-term care homes and is operated through the City's Seniors Services and Long-Term Care (SSLTC) division. Bendale Acres is home to 302 residents. The long-term care home is located in Ward 21 Scarborough Centre and is home to the Pavillon Omer Deslauriers (Pavillon), which is comprised of a French language services section within the 56-bed unit located on the 3rd floor. Staff within the Pavillon are bilingual in English and French and are able to provide care for residents in their preferred language. One of the home's short-stay beds is located in the Pavillon to provide additional respite support for the French language community. Residents can enjoy recreational activities, special events, and spiritual and religious care, as well as music, art, counselling support, and complementary care in a language-specific environment.

The Pavillon officially opened on November 1, 1994, and since that time has been the only long-term care home within the Greater Toronto Area (GTA) dedicated to providing long-term care services adapted for the Francophone community.

Participating in the pilot project and seeking partial designation has formalized work and approaches that Bendale Acres already has in place and the experience has helped shape an important provincial process and elevate the City's profile in meeting the health needs of the Francophone community.

Criteria in the pilot project represent five key areas:

- Governing body and senior leadership support
- Direct services to clients

- Visual identification and communication
- Governance, accountability and senior leadership support
- Human resources

The outcome of the pilot project and Bendale Acres' designation status are expected later this year.

CONTACT

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SIGNATURE

(originally signed)

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