



Réseau des services
de santé en français
de l'Est de l'Ontario

News Release

SALON SANTÉ KINGSTON 2019: A DAY OF DISCUSSION AND REFLECTION TO ENHANCE FRENCH LANGUAGE HEALTH SERVICES

Pour immediate release

Kingston, November 13, 2019 – Over forty healthcare professionals and social and community services professionals from the South East region took part in the **Salon Santé Kingston 2019**, held by the **French Language Health Services Network of Eastern Ontario** (the *Réseau*).

Presented under the theme "Innovative Solutions for Serving Francophone Patients: A Design Thinking Day", this bilingual event aimed to support professionals from the Kingston area who wish to improve French language services within their organization.

According to Réseau President and Chief Executive Officer **Jacinthe Desaulniers**, the 10th anniversary of Kingston becoming a designated area under Ontario's *French Language Services Act (FLSA)* is a fitting moment to take stock on the local provision of French language health services: *"A decade later, it is worth noting the enduring problems as well as the success stories pertaining to French language health services. Furthermore, the current transformation of the healthcare system is an opportunity to better integrate French language services, namely by avoiding pitfalls and by implementing best practices. Today's discussions will impact our work with health services providers and inform our advice on the planning of French language health services."*

The Salon Santé Kingston 2019 was also an opportunity for decision makers, frontline workers and members of the Francophone community to come together and discuss a common issue. **Denise Moffatt** is a member of the South East Region's Citizen's Advisory Committee on French Language Health Services. She has greatly appreciated her experience as a participant: *"When I am ill, I am not always able to find the right words in English. I can have trouble describing my symptoms or understanding the instructions given to me by my health team. As a Francophone patient, I need services in my language in order to avoid medical errors. It is a question of patient safety! I was happy to discuss these issues with healthcare stakeholders and to share my perspective with them."*

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Kingston Health Sciences Centre has been identified to offer French language services in the South East region. According to **Elizabeth Bardon**, Vice-president, Mission & Strategy Integration and Support Services, this event supports health service providers: *“We are currently working toward our designation under Ontario’s FLSA, and we are striving to enhance our provision of French language health services. Patient and family-centred care – including care for Francophone patients – remains a priority for our organization. Events like these enable us to engage with our peers in order to find solutions that will have a positive impact on quality of care.”*

The Salon Santé Kingston 2019 was held on November 13 at the St. Lawrence College Event and Banquet Centre. The event is an initiative presented by the French Language Health Services Network of Eastern Ontario (the *Réseau*). To learn more, please visit the official website: www.salonsantekingston.com.

The Réseau is a Francophone organization that engages the Francophone community in all its diversity and the healthcare community to improve the active offer and the access to a continuum of quality healthcare services in French.

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