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# **Snapshot of Francophones and availability of French language health and community services in the Kingston area**

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This event was made possible thanks to a contribution from Health Canada and the Société Santé en français.



**Health  
Canada**

**Santé  
Canada**



**Société Santé  
en français**

The Réseau also wishes to acknowledge the financial support of the Champlain LHIN and the South East LHIN.



**Ontario**

South East Local Health  
Integration Network

Réseau local d'intégration  
des services de santé  
du Sud-Est



**Ontario**

Champlain Local Health  
Integration Network

Réseau local d'intégration  
des services de santé  
de Champlain

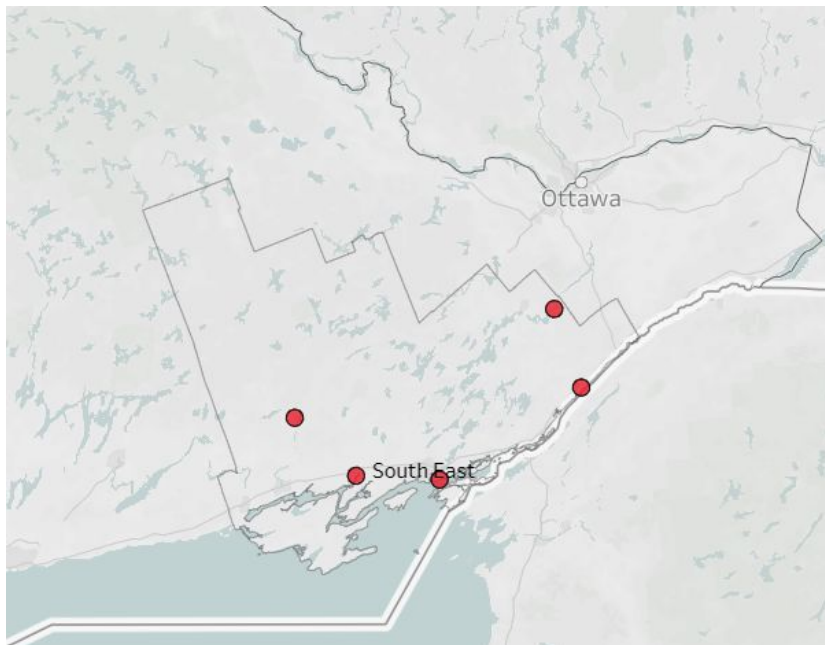
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# GOALS OF THE PRESENTATION

- **Context** : Health System Transformation
- **Data** : Francophone Population
  - French Language Services : Francophones Patients
  - French Language Services : Health Service Providers
  - French Language Services : Human Resources
- **10 years since the designation** of the Kingston area
- **Objectives of the day**

# CONTEXT

- **HEALTH SYSTEM TRANSFORMATION : Ontario Health Teams**



- In Development

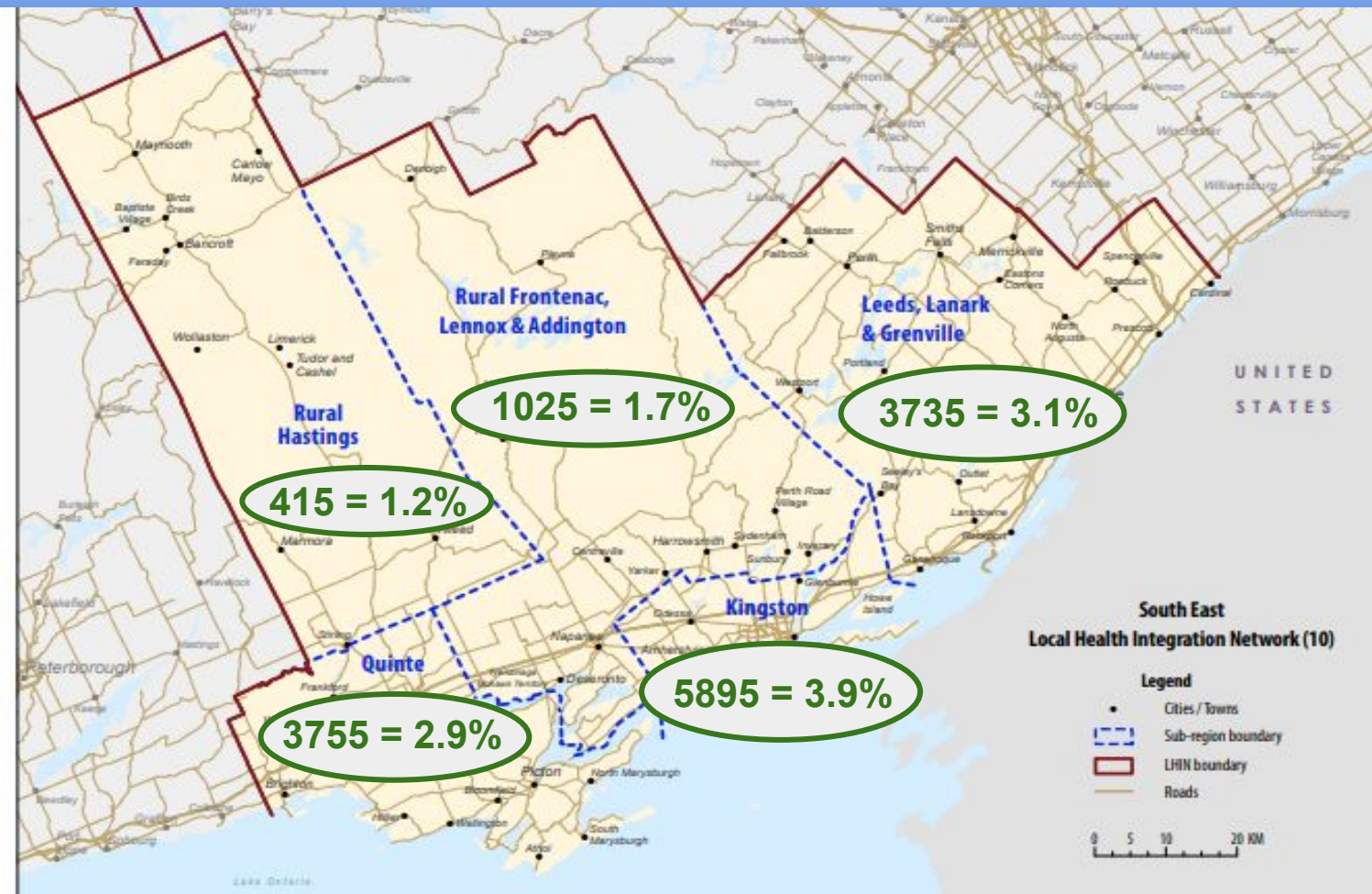
1. Rural Hastings OHT (Belleville)
2. Rural Frontenac, Lennox and Addington OHT (Napanee)
3. South East Ontario Health Team (Kingston)
4. Lanark, Leeds, and Grenville OHT (Brockville)
5. Rideau Community Health Services OHT (Merrickville)

Source: OMA

<https://public.tableau.com/profile/oma.era#!/vizhome/OHTLstv1/Ontario?publish=yes>



# FRANCOPHONE POPULATION (2016 IDF)



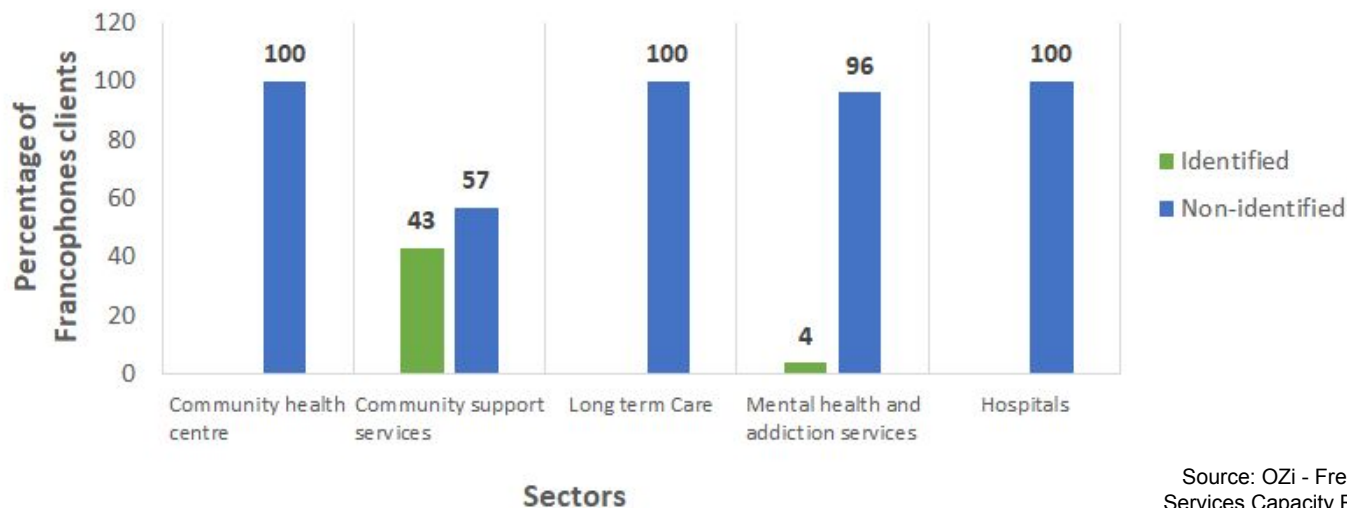
**South East  
Francophone  
Population**

**Total  
14 825 = 3%**

# Data : Francophone Patients

## French Language Services : Francophones Patients

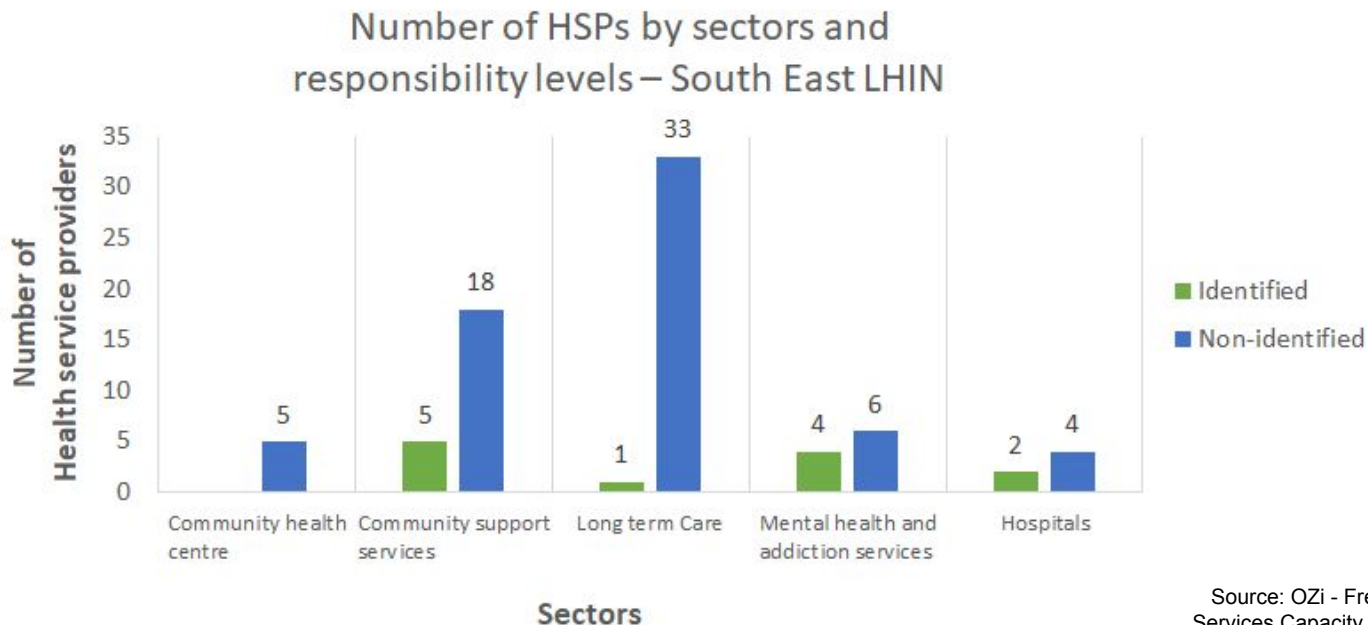
Percentage of Francophone clients served by HSPs, by sectors and responsibility levels – South East LHIN



Source: OZI - French Language Health Services Capacity Reports - (2017-2018)

# Data : Health Service Providers

## French Language Services : Health Service Providers

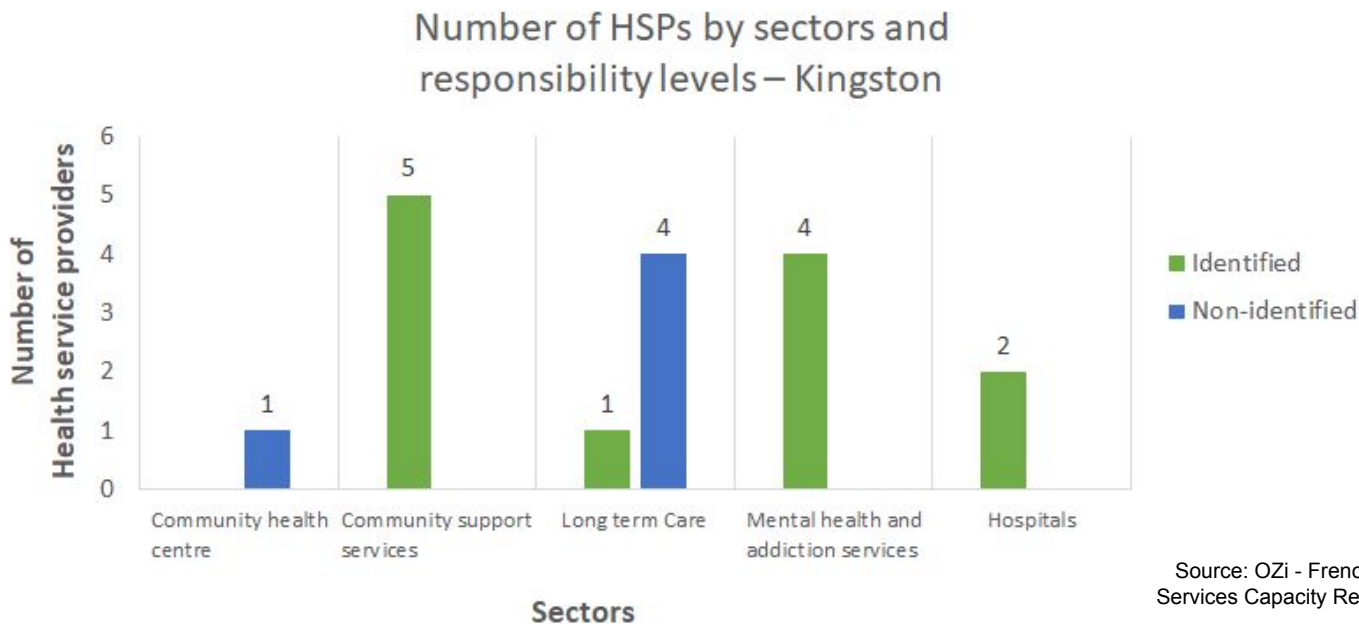


Source: OZI - French Language Health Services Capacity Reports - (2017-2018)



# Data : Health Service Providers

## French Language Services : Health Service Providers



# Data : Human Resources

## French Language Services : Human Resources

Percentage of HR with « Advanced Minus » to « Superior » French language proficiency among all HR who reported some level of FLS proficiency, distributed by sectors and by responsibility levels - Kingston



Source: OZi - French Language Health Services Capacity Reports - (2017-2018)

# Francophone Patients : Data

## French Language Services : Francophones Patients

- Most Francophones patients access services through HSPs that are not identified
- 66.7% (6) of identified health service providers report “Clients self-identify as Francophone” as their first method of identifying Francophones patients
- 80.9 % of non-identified health service providers report “Clients self-identify as Francophone” as their first method of identifying Francophones patients

# Health Service Providers: Data

## French services : Health Service Providers

- Most sectors have at least one HSP with an obligation to provide FLHS, except Community Health Centres
- Most HSPs capture client satisfaction, but most of them don't have specific data regarding Francophone clients

# Human Resources : Data

## French Language Services : Human Resources

- There is some capacity in terms of HR
- Not all HSPs have a mechanism in place to align Francophone clients to their HR with FLHS capacity

# Impact

## Linguistic barriers have a negative impact for both Francophone patients and the health care system, such as:

- Increased risks of errors in diagnosis, medical errors and incorrect treatment plans, causing additional costs for the system;
- A feeling of helplessness, increased stress, and dissatisfaction among patients who do not feel understood by health professionals and may choose to postpone their visits to the doctor;
- Health service professionals also feel helpless, experience increased stress and dissatisfaction in trying to provide the best care possible.



# DESIGNATION OF THE KINGSTON AREA

- 10 years since the designation of the Kingston area
  - Some progress
    - 9 HSPs must develop a FLS Plan and seek Designation
    - HSPs report annually their progress to SE LHIN
    - Other agencies have contract obligation to provide FLS

# DESIGNATION OF THE KINGSTON AREA

- 10 years since the designation of the Kingston area
  - A lot left to do ...
    - No designated HSP under the FLS Act
    - Navigation is still difficult for Francophones patients

# DESIGNATION OF THE KINGSTON AREA

- 10 years since the designation of the Kingston area

- More importantly :

We need to work toward models that are adapted to the realities of the region

# Objectives of the day

- Discussion on how to improve access to French language services
  - Design thinking in the context of health system transformation
  - Francophone patient experience
  - Conditions for success to improve existing French language health services

# Innovative Solutions

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# Local French Language Services

## Find out where there is capacity



# PURPOSE

- Recognize that **several agencies are building their FLS capacity**
- Show where FLS capacity exists among
  - health services providers (HSPs),
  - the community support sector (CSS) and
  - social & community services agencies
- Give indication of available FLS – Type and level of services offered
- Facilitate referrals and navigation of Francophone clients/patients toward locally available FLS resources

# SCOPE OF FLS INFORMATION REQUEST

- 31 providers were sent a questionnaire
- **24 responded** between October 7<sup>th</sup> and November 11<sup>th</sup> 2019

## Information gathered on:

- Programs and services readily available in French to the public
- Targeted clientele
- Type of position held by bilingual staff
- Referral coordinates

# LOCAL FLS INVENTORY

- Children and Youth Services = 6
- Community Support Services = 9
- Mental Health and Addiction Services = 4
- Primary Health Care = 2
- Hospitals = 2
- Public Health = 1

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# Children and Youth Services

# MALTBY CENTRE

- **Programs:** Mental Health & Autism Services for Children and Youth
- **Short description:** An agency of experienced and compassionate professionals who provide Autism and Mental Health services to children and youth living in Kingston, Frontenac and Lennox & Addington (KFL&A). We are also proud to be the Lead Agency for Moving on Mental Health in KFL&A and the Lead Agency for the Ontario Autism Program in the South East Region of Ontario.
- **Clientele:** Children and Youth up to age 18 struggling with mental health or autism
- **Position with bilingual staff:** •Counselling & Therapy - Children's Mental Health (3)  
•Community Behavioural Services - Autism Services •Early Comprehensive Behavioural Intervention - Autism Services •Support Staff (2) •Intensive in Home - Children's Mental Health •Clinical Program Manager
- **Referral contact:** Intake line 613-546-8535

**In person at our Mental Health Walk In Clinic** (open Monday-Thursday at various sites from 11-5:45 last appointment)

# YOUTH DIVERSION

- **Programs:**
  - **Youth Justice Programs** : Supporting youth who are in conflict with the law both through the pre charge and/or post charge process.
  - **Youth Outreach** : A prevention and intervention program that supports at risk and marginalized youth and their families get connected with services in the community.
  - **Kairos Addiction Services** : A counselling service which specializes in outreach treatment for youth who are experiencing any level of substance abuse, personally or with a family member.
- **Clientele:** 8-24
- **Position with bilingual staff:** Youth Justice Coordinator
- **Referral contact:** Tammy Wright, Youth Justice Coordinator (613 548 4535 ext. 230)



# AUTISM ONTARIO - KINGSTON

- **Programs:** Ontario Autism Program (OAP) Service Navigation
- **Short Description:** Offering orientation and system navigation supports to families who are accessing or interested in accessing the new [Ontario Autism Program](#), as well as offering direct supports to families through the OAP Service Navigation Program. Some of what we do includes; Helping families understand the new Ontario Autism Program and the services available to purchase with their Childhood Budgets; [Finding qualified providers](#); supporting families in navigating their local autism services to access meaningful and effective supports; providing access to parent resources and webinars; and providing opportunities for families to connect with each other at events, including through peer-to-peer mentoring and social learning opportunities for children and youth with Autism Spectrum Disorder (ASD).
- **Clientele:** Individuals with ASD under 18 years old, their families and caregivers.
- **Position Title with bilingual staff:** Service Navigator.
- **Referral Contact:** Hayley Stolarchuk (1-800-472-7789 ext 253) ([hayley@autismontario.com](mailto:hayley@autismontario.com))

# ST. LAWRENCE YOUTH ASSOCIATION

- **Programs:**

- **Achievement St. Lawrence Observation & Detention Home** : Is an 8 bed, male facility. The primary function is to serve as an intake point for young persons in conflict with the law 12-17 years of age remanded into detention.
- **Sundance** : Is a 10 bed secure detention/custody facility for female youth in conflict with the law 12-17 years of age. Counseling, school programs and group work are provided on site. Admission are contingent upon the YCJA legislative criteria.
- **Community Support Team** : The CST offers intensive, short term and flexible support to 12-17 year old persons in conflict with the law.
- **Intensive Support and Supervision Program** : The ISSP is a sentencing option under the YCJA. It is an alternative to custody that provides intensive services in a community setting to youth with serious mental health issues who would likely have been sentenced to custody but can be appropriately supported and supervised in the community.
- **Youth Justice Family Worker Program** : The Youth Justice Family Worker provides support to the families of youth in conflict with the law to support rehabilitation and address situations that put youth at risk for re-offending.

- **Clientele:** Youth Justice clients and their families.
- **Position with bilingual staff:** Direct Care Worker Residential, Youth Justice Family Worker
- **Referral contact:** **Deb Hendy** (613-542-9634 x 203) for Youth Justice Family Worker, Residential services are not available to the public (court referral only).

# KINGSTON COMMUNITY HEALTH CENTRES

- **Programs :** EarlyON (**ON Y VA**) Child and Family Centre
- **Short description:** Francophone early learning playgroup for parents and caregivers to interact with their children. Staff also connect families to community resources. Program offered in French at 4 locations at different times during the week.
- **Clientele:** Francophone parents and caregivers with children under the age of six
- **Position with bilingual staff:** Bilingual Registered Early Childhood Educators (2)
- **Referral contact:** Racha Yassa email at rachay@kchc.ca

# Family and Children's Services of Frontenac Lennox & Addington

- **Programs :** Protection, Kinship Services, Foster and Adoption
- **Short description:** Reception - first contact point. Referral Centre - gathers information from caller who is reporting information about a safety / well-being of child/youth. Services staff who work with families (caregivers, children/youth) involved with the Society on a short term or ongoing basis. Legal Services when the Society is involved in Family Court process with family.
- **Clientele:** Caregivers, children and youth within KFLA community where there are worries about child/youth safety and well-being
- **Position with bilingual staff:** Administration, protection workers, children services, referral centre, management, lawyer and director of service
- **Referral contact:** **Alicia Rogerson** (613-545-3227)

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# Community Support Services

# SE LHIN - HOME AND COMMUNITY CARE

- **Programs :** Home and Community Care Services
- **Short description:** Patient service assessment for community and home care services
- **Clientele:** Any member of the public
- **Position with bilingual staff:** Care Coordinator and professional services which include nursing, Physiotherapy, Occupational Therapy, Social Worker, Dietician, Speech and Language, and Personal Support Worker.
- **Referral contact: 310-2272** - will reach the bilingual team



# VON CANADA - GREATER KINGSTON

- **Programs :** Community Support Services: Meals on Wheels, Congregate Dining, Transportation, Exercise Classes, Home Help, Stroke Support, and Personal Support Services
- **Short description:** Community Support Services are designed to assist individuals to remain safe and well at home and in their communities
- **Clientele:** 65+
- **Position with bilingual staff:** Personal Support Workers, Program Coordinators, Exercise Instructors, Administration Assistants and Transportation Drivers
- **Referral contact:** **Brenda Adams** (1-613-634-0130 ext.2401, toll free: 1-800-301-0076) (Fax: 1-613-634-0125, toll free: 1-888-866-7502)

# KINGSTON MILITARY FAMILY RESOURCE CENTRE

- **Programs:** • Legal Clinic (30 min consultation with a lawyer) • On y va • Coffee Connections and Coffee Break (bilingual program for meeting new people) • English Second Language Classes • Baby and me (bilingual activities for baby and parents) • Tunes with tots (bilingual parent/child interactive program) • Special need playgroup and Special Needs Parent Support Group (for parents and children with special needs) • Childcare • Casual childcare • Community Garden
- **Short description:** Provide quality services and programs to support the evolving needs of all members of our military families.
- **Clientele:** Military families and veteran families
- **Position with bilingual staff:** Receptionist, Welcome and Information Worker, Child Development Worker, Reception Supervisor, Special Needs Inclusion & Parenting Support Specialist Worker, Early Childhood Educators, Business Coordinator, Bookkeeper
- **Referral contact:** Julie Miller (613-541-5010 ext 4604) [julie.miller@forces.gc.ca](mailto:julie.miller@forces.gc.ca)

# COMMUNITY LIVING KINGSTON & DISTRICT

- **Programs:** Child Care Resource Consulting Service; Family Support Program
- **Short description:** • **CCRCS** provides support to assist children up to the age of 12 who have exceptional and significant special needs and who experience concerns that are a barrier to their full inclusion in a licensed child care setting. Visit eligible children at their Licensed Child Care program and provide consultation, recommendations and strategies to support the child's inclusion. • **Family Support Program** is tailored to each family and will vary according to the specific needs (providing planning tools and assistance in areas such as school transitions, transitioning to adult services, estate, short-term, long term, emergency and summer planning; assisting families apply for funding resources that they are eligible for/can benefit from).
- **Clientele:** Families and Child Care Centres / Families who live with an individual who has an intellectual disability (all ages)
- **Position with bilingual staff:** Child Care Resource Consultant; Family Support Worker
- **Referral contact:** **Patti Lochlan** (613-507-8460 ext 2232) [patti.lochlan@clkingston.ca](mailto:patti.lochlan@clkingston.ca)

# KINGSTON INTERVAL HOUSE

- **Programs :** Emergency Shelter and Community Outreach Services
- **Short description:** • Counselling • Court support • Connections with community resources • Shelter services (on an as needed basis)
- **Clientele:** Women experiencing Domestic Abuse
- **Position with bilingual staff:** Women's Francophone Community Counsellor
- **Referral contact:** **Carol Cantlay** 613-546-1833 ext 34 for FLS Counsellor; **Shelter crisis line** 613-546-1777 (might be referred to Femaide depending on staff availability)

# ONGWANADA

- **Programs :** Ongwanada is committed to responding to requests from Francophone families and individuals in the Kingston area for the delivery of developmental services in French.
- **Short description:** The use of videoconferencing technology will allow for specialized resources not readily available in Kingston to be accessed from partner Francophone agencies in Eastern and or Northern Ontario.
- **Clientele:** Adults and Children with a diagnosed developmental disability
- **Position with bilingual staff:** General service inquiries are to be directed to the Ongwanada main number 613-548-4417 and will be re-directed accordingly.
- **Referral contact:** Developmental Services Ontario : Adult Services (613-544-8939); Children Services (613-548-4417)

# VISION LOSS REHABILITATION ONTARIO

- **Programs :** Vision Loss Rehabilitation - Kingston
- **Short description:** VLR is a provincially funded healthcare organization designed to provide professional rehabilitation to people with all levels of non-correctable vision loss. Comprehensive community-based rehabilitation to help those with vision loss to develop or restore key daily living skills, helping enhance their independence, safety and mobility.
- **Clientele:** Vision loss - pediatric and adult
- **Position with bilingual staff:** Independent Living Specialist; Low vision specialist, Staffing coordinator and Registrar. Secure translation for services not currently staffed with bilingual personnel.
- **Referral contact: Registrar** 613-563-4021 or 1-844-887-8572; fax 613-563-1898

# Canadian National Institute for the Blind Foundation (CNIB Foundation)

- **Programs :** Vision Mate
- **Short description:** Vision Mate volunteers provide sighted assistance to a person who is blind or partially sighted. Activities may include reading, organizing things around the home, walking, assisting with errands, outings or social visits. Vision Mates usually visit for one or two hours a week in the person's home or another suitable place, at a mutually convenient time.
- **Clientele:** Blind or partially sighted participant
- **Position with bilingual staff:** Vision Mate volunteer
- **Referral contact:** **Tracy Holland**, Program Lead, Community Outreach and Home-Based Support (613 542-4975 x 5094)

# City of Kingston - Housing & Social Services Dept.

- **Programs :** Ontario Works - Social Assistance all services
- **Short description:** We provide program delivery to those in need through Kingston & Frontenac County including employment and income supports, housing services, homelessness services and prevention, and childcare and EarlyON services.
- **Clientele:** Low income/poverty
- **Position with bilingual staff:** Social assistance, childcare programs and housing
- **Referral contact:** **Laura Rabbie** – Manager, Ontario Works Program Delivery – 613-546-2695 ext. 4857



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# Mental Health and Addiction Services

# PEER SUPPORT SOUTH EAST ONTARIO

- **Programs :** Kingston Peers of the Round Table Support Centre
- **Short description:** Centre offers peer support surrounding Addictions and Mental health, Free Coffee, Healthy \$1.00 lunches, free laundry facilities, phone, fax, internet and television, Groups, Activities, WRAP, Guest Speakers, Meetings, Games and Crafts, educational opportunities and access to community resources.
- **Clientele:** Those with mental health and/or addictions issues (16+)
- **Position with bilingual staff:** Transitional Discharge Model Coordinator
- **Referral contact :** Donna Stratton-Jinha (613-920-0888)

# SALVATION ARMY - HARBOUR LIGHT CENTRE

- **Programs:** Residential Treatment
- **Short Description:** The Center provides concurrent disorder-capable residential treatment services to men from all over Ontario. Length of stay is flexible, up to 16 weeks. Program is holistic and abstinence-based. Men with complex needs, including homelessness, justice system involvement and trauma history are welcome. Ontario health card required.
- **Clientele:** Adult men in Ontario who self identify as having addictions and/or concurrent disorders
- **Position with bilingual staff:** Front desk/Residential Care Worker and one Bilingual Addictions/Concurrent Disorder Counsellor
- **Referral contact :** Intake Worker at 613-546-2333, fax: 613-546-4699

# RESOLVE COUNSELLING

- **Programs:** Adult Protective Services (APSW) – Residential Placement Advisory Committee (RPAC) – Intake counselling – Credit Counselling
- **Short Description:** • **APSW** supports adults (18+) with developmental challenges to live independently, safely and securely in Kingston and South Frontenac County. • **RPAC** is to enhance, support, and strengthen services provided to youth in care and done through collaboration with multiple service providers. Types of review: Mandatory: applies to children and youth placed in a setting with 10 + beds. Requested review: a review that is asked for by anyone who acts on behalf of the child such as a family member, residence operator or CAS worker. • **Intake counselling:** provide first point of contact for anyone who is in need of counselling. • **Credit counselling:** free and confidential credit counselling i.e. information about finances, help manage monthly budget and help consolidating debts.
- **Clientele:** Individuals who live in Kingston, Frontenac, Lennox and Addington
- **Position with bilingual staff:** Adult Protective Services Worker; Norah Foster Credit counsellor; Intake counsellor & RPAC coordinator
- **Referral contact :** **Antoine Beyret** (613-549-7850)

# SEXUAL ASSAULT KINGSTON CENTRE

- **Programs:** Individual Counselling and Community Advocacy
- **Short Description:** Individual counselling can provide survivors (all genders) with a space to gain skills and supports, reduce the impact of trauma on their lives and regain agency over their own lives. They may also have the space to reflect on their journey, connect with others and relate their experiences to broader social issues of violence. Community presentations may be arranged by contacting the agency.
- **Clientele:** All survivors (12 years of age and older) of sexualized violence
- **Position with bilingual staff:** French Language Services Counsellor (currently on parental leave - anticipated return November 2020)
- **Referral contact :** [services.en.francais@sackington.com](mailto:services.en.francais@sackington.com) or 613-545-0762 ext 112

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# Primary Health Care

# MAPLE FAMILY HEALTH TEAM

- **Programs :** Primary Care Family Medicine
- **Short description:** Some primary care physicians offer French language services for patients on their roster
- **Clientele:** Patients of the bilingual physicians
- **Position with bilingual staff:** Three physicians speak French, however these doctors are not accepting patients at this time due to full practices
- **Referral contact: Marg Alden** (613-531-5888 x 1101)

# QUEEN'S FAMILY HEALTH TEAM

- **Programs :** Family Medicine
- **Short description:** Some primary care physicians and residents offer French language services
- **Clientele:** Patients of Queen's Family Health Team
- **Position with bilingual staff:** Two physicians and approximately 3 medical residents speak French. This allows French speaking patients to have services offered in French
- **Referral contact: Diane Cross (613-533-9303)**



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# Hospitals

# KINGSTON HEALTH SCIENCES CENTRE

- **Programs:**
  - **Kids Inclusive Program** can provide service in French (registration and some client care)
  - All HDH and KGH programs can access professional telephone interpretation upon request at no charge to the patient/family. Available in urgent/emergent situations as well as booked appointments.
  - HDH and KGH sites have many patient education materials available in bilingual format.
  - HDH and KGH sites have several bilingual volunteers who provide active offer at the Information Desk
  - HDH has automated switchboard attendant that is fully bilingual
- **Position with bilingual staff:** KGH and HDH sites have many bilingual or French-speaking staff and volunteers who are identified with a “Je parle français button”
- **Clientele:** Public, patients, families
- **Referral contact:** [www.hoteldieu.com](http://www.hoteldieu.com) or [www.kgh.on.ca](http://www.kgh.on.ca)

# PROVIDENCE CARE

- **Programs:**
  - **Providence Care Hospital :** • Inpatient Services (270 beds) & Outpatient Services including:
    - Adult Mental Health • Complex Medical Management • Forensic Mental Health • Palliative Care • Rehabilitation • Seniors Mental Health & Seniors Rehabilitation.
  - **Providence Manor :** Long-Term Care Home (243 beds)
  - **Community services :** 20+ locations across Southeastern Ontario. Services include: • Adult Mental Health • Support Services • Seniors Mental Health Behavioural Support Services
- **Short description:** Providence Care is a Centre for specialized care in aging, mental health and rehabilitation.
- **Position with bilingual staff:** Providence Care, among several Kingston-based health care providers, is working to improve its ability to offer services in both official languages. Bilingual staff include: RNs and RPNs, Spiritual Health Practitioners, Social Workers, Community Rehabilitation Counselors, Physiotherapists and Receptionists.
- **Clientele:** Adults 16+ requiring specialized care in aging, mental health and rehabilitation.
- **Referral contact:** Services are referral based. Information available online at [www.providencecare.ca](http://www.providencecare.ca) or by calling 613-544-4900

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# Public Health

# KFL&A PUBLIC HEALTH

- **Programs :** School Health
- **Short description:** Provide health promotion services to French First Language schools including staff and school community (students and parents). Some print materials are available in French (e.g. healthy eating, physical activity, substance misuse). Any print material developed in French is also offered to French Immersion schools.
- **Clientele:** School community
- **Position with bilingual staff:** Public Health Nurse (1)
- **Referral contact:** Colette Larocque (613-549-1232 x1280)

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# RESOURCES and TOOLS

# NAVIGATION - FIND RESOURCES FOR CLIENTS

## French Language Health Services Directory - ACFOMI

Available online

<https://www.acfomi.org/wp-content/uploads/2019/10/R%C3%A9pertoire-Sant%C3%A9-ACFOMI-2019-2020-1.pdf>

## Our services and community commitments

- Welcome kit for French-speaking newcomers in Kingston called “*Bienvenue à Kingston*”
- Organize the annual **Franco-Foire**, a **French-Language services fair**, every third Saturday of **October**
- Publish annually the “*French Language Health Services Directory of South Eastern Ontario*”(click Répertoire Santé ACFOMI 2019-2020 to download 2019-2020 edition)
- ACFO Award given to elementary and secondary school students to foster pride of speaking French – See the 2017 awards
- Offer assistance to the public in their quest to find the services and resources in French in the region
- Promote French language cultural events in the Thousand Islands community
- Administrator of francokingston.info website. *Click here to access to the website [francoKingston.info](http://francoKingston.info)*



# NAVIGATION - FIND RESOURCES FOR CLIENTS



CALL 2-1-1



EMAIL 2-1-1



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FR

## Find programs and services in your community.

Navigate the network of human services quickly and easily.

NEW



Try the Search Help Tool



<https://211ontario.ca/>



# NAVIGATION - FIND RESOURCES FOR CLIENTS



CALL 2-1-1



EMAIL 2-1-1



LIVE CHAT

[HOME](#) > [TOPICS](#) > [FOOD](#) > [HOME DELIVERED MEALS](#)

## Victorian Order of Nurses (VON) Canada - Meals on Wheels Program - Kingston



➔ 1469 Princess St Kingston ON K7M 3E9  
Canada

🌐 Visit Website

☎ 613-634-0130 General Info

✉ [gkmealsonwheels@von.ca](mailto:gkmealsonwheels@von.ca)

🕒 Mon-Fri 8:30 am-4:30 pm





Tout afficher




<https://211ontario.ca/>

# NAVIGATION - FIND RESOURCES FOR CLIENTS

  
CALL 2-1-1  
1-800-301-0076

  
EMAIL 2-1-1

  
LIVE CHAT

**Fax**  
613-634-0125

**Service Area**  
Kingston

**Languages**  
English, French

**Residency Requirements:** Kingston, Highway 401 (north) to Lake Ontario (south), Coronation Blvd (west) to the LaSalle Causeway (east) \* Kingston East: Tue, Thu, and Fri only

**How to Apply**  
Registration needed

**Fees**  
Program ; Method(s) of Payment Accepted - cash, cheque, Visa, MasterCard

**Physical Access**  
Fully Accessible

<https://211ontario.ca/>

# NAVIGATION - FIND RESOURCES FOR CLIENTS

SouthEasthealthline.ca

[SUBMIT CONTENT](#)

[YOUR LHIN](#)

[FRANÇAIS](#)

[HELP](#)

Clipboard



South East

Rural Hastings

Quinte

Rural Frontenac, Lennox & Addington

Kingston

Lanark, Leeds & Grenville

HEALTH SERVICES

HEALTH CAREERS

HEALTH NEWS

HEALTH EVENTS

HEALTH RESOURCES

## HEALTH SERVICES FOR SOUTH EAST

November 7, 2019

### Health Care Options

- ▶ [Health Care Facilities](#)
- ▶ [Health Care Professions](#)
- ▶ [Home Health and Community Supports](#)
- ▶ [Public Health](#)
- ▶ [Find Services Near Me](#)

### Health Topics

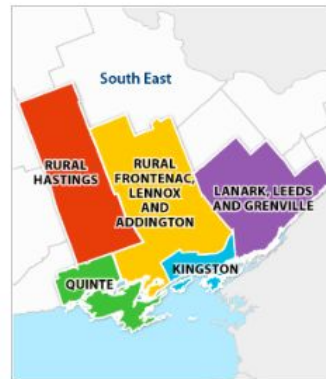
- ▶ [Abuse and Sexual Assault](#)
- ▶ [Addictions](#)
- ▶ [Diseases and Conditions](#)
- ▶ [End-of-Life Care](#)
- ▶ [Environmental and Workplace Health](#)
- ▶ [Mental Health](#)
- ▶ [People with Disabilities](#)
- ▶ [Residential Care](#)
- ▶ [Sexual and Reproductive Health](#)

### Your Health

- ▶ [Children and Parenting](#)
- ▶ [Indigenous Communities](#)
- ▶ [Men](#)
- ▶ [Seniors](#)
- ▶ [Women](#)
- ▶ [Youth](#)

### Making Choices

- ▶ [Basic Needs and Social Supports](#)
- ▶ [Blood, Organ and Tissue Donations](#)
- ▶ [Health Coverage and Care Planning](#)
- ▶ [Healthy Living](#)
- ▶ [Information Services](#)
- ▶ [Legal Services](#)



- ▶ [Find Services Near Me](#)
- ▶ [Find Services Across Ontario](#)



Get help finding health & community services

**CALL 310-2222**

<https://www.southeasthealthline.ca/>

# ACTIVE OFFER



**The Active Offer of French Language Health Services:**  
Why It Matters and How to Put It Into Practice

[About](#)[Testimonials](#)[FAQ](#)[Contact](#)[Login](#)[Register](#)[FR](#) | [EN](#)

French and English training geared  
towards individuals studying or working in  
a health care profession in Ontario.

[Learn more](#) ↓

<https://www.activeoffertraining.ca/>

# STAFFING - RECRUITMENT - RETENTION

Société Santé en français



Framework for Recruitment  
& Retention of Bilingual Human  
Resources in the Health Sector

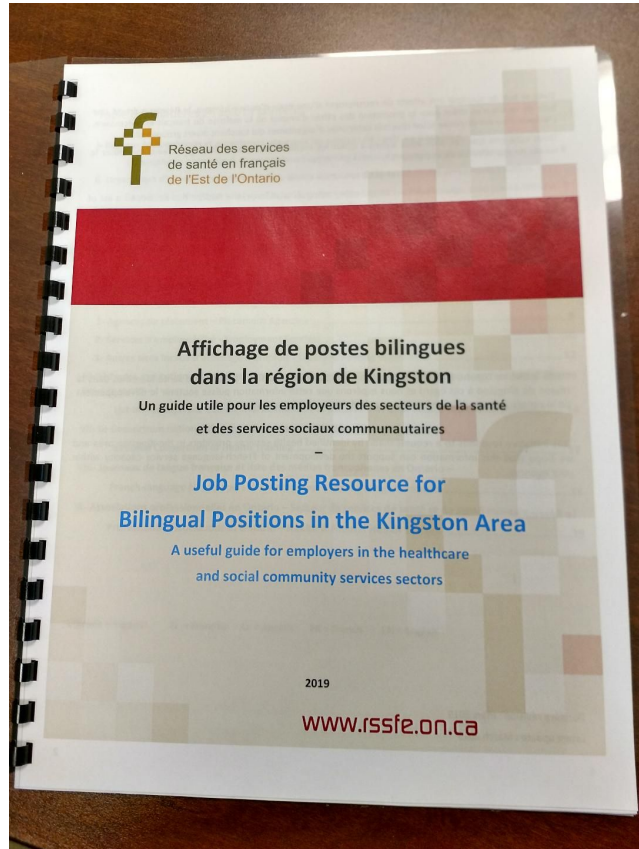
March 2015



[http://santefrancais.ca/wp-content/uploads/cadre\\_rh\\_en.pdf](http://santefrancais.ca/wp-content/uploads/cadre_rh_en.pdf)



# POSTING BILINGUAL POSITIONS - KINGSTON AREA



- Listing is categorized by **organizations and sectors** (primary health; mental health; etc.)
- Listing of **Francophone organizations** who can promote your Job Ad
- Local agencies **supporting recruitment and hiring**
- Listing of **Professional associations**
- List of **French language postsecondary institutions** that offer health-related programs
- List of **French language newspapers and Francophone media**

[www.rssfe.on.ca/en/resources/documentation-en/](http://www.rssfe.on.ca/en/resources/documentation-en/)

[http://rssfe.on.ca/upload-ck/Repertoire\\_FINAL\\_nov\\_2019.pdf](http://rssfe.on.ca/upload-ck/Repertoire_FINAL_nov_2019.pdf)

*Innovative  
Solutions*

For Serving Francophone Patients

**A Design  
Thinking Day**

**salon  
santé**

KINGSTON 2019

**13 Nov**

*Des solutions  
innovatrices*

pour servir les patients francophones

**Une journée de  
réflexion interactive**

**M E R C I  
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