

Subject: Centre d'accueil Champlain French Designation Request

File Number: ACS2024-CSS-GEN-002

Report to Community Services Committee on 27 February 2024

**Submitted on February 15, 2024 by Clara Freire, General Manager,
Community and Social Services**

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Ward: Rideau-Vanier (12)

**Objet : Demande de désignation en français pour le Centre d'accueil
Champlain**

Numéro de dossier : ACS2024-CSS-GEN-002

Rapport présenté au Comité des services communautaires

Rapport soumis le 27 février 2024

**Soumis le 15 février 2024 par Clara Freire, Directrice générale, Services
sociaux et communautaires**

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REPORT RECOMMENDATION(S)

**That the Community Services Committee, in its capacity as Committee of
Management:**

- 1. Direct staff to apply for full designation of the Centre d'accueil Champlain (CAC) Long-Term Care (LTC) Home under Ontario's *French Language Services Act* (FLSA); and**
- 2. Approve and adhere to the responsibilities, as the Committee of Management for the City long-term care homes, to maintain the French**

language services designation for Centre d'accueil Champlain, as listed below in the discussion section;

- 3. Submit a letter to the Ministry of Long-Term Care (MLTC) expressing the intent to seek full designation under the *French Language Services Act* along with confirmation that the City has a French language- services policy, and a statement describing the responsibilities of the Committee of Management and Long-Term Care staff.**

BACKGROUND

This report is presented to Community Services Committee in its capacity as the Committee of Management for municipally run long-term care homes in the City of Ottawa, as required by Section 135 of the *Fixing Long-Term Care Act, 2021*. Accordingly, authority to make a decision regarding staff recommendations in this report rests with the Community Services Committee and this report will not rise to Council.

Centre d'accueil Champlain long-term care home was built in 1969 as a result of a grassroots movement to meet the needs of the senior population in Vanier's Francophone community. Although no official documentation has ever existed, it has been understood since its inception that Centre d'accueil Champlain provides care and services in French. For over fifty years, Centre d'accueil Champlain has embraced the evolving diversity of Ottawa's francophone socio-demographic landscape and understands that French language remains a critical common cultural denominator for care and services to residents living in long-term care.

Changes to the *French Language Services Act* (FLSA) in December 2021 now allow long-term care homes operated by municipalities to legally seek designation as French Language Service agencies, if they are in an area designated under the FLSA.

Centre d'accueil Champlain would like to seek a full designation as a French Language Service agency as a formal acknowledgment of the care and services that have been provided in French since its opening over fifty years ago.

DISCUSSION

Now that long-term care Homes operated by municipalities can be designated under the *French Language Services Act*, Centre d'accueil Champlain seeks approval to prepare a submission to the Ministry of Long-Term Care to obtain full designation. Designation under the FLSA is a legal and administrative process that will allow the City of Ottawa to

demonstrate that they have the capacity to actively offer French language services on a permanent basis while meeting the specific needs of the Francophone and french speaking populations they serve at Centre d'accueil Champlain. For Centre d'accueil Champlain, obtaining designation serves as a formal, public acknowledgement and recognition of the home's long-standing commitment to French language services.

This initiative aligns with the priorities in the Long-Term Care Services strategic plan (2022-2025) and the City's commitment to bilingual services. It is especially important to the community, given the recent bed closures of LTC Homes that served the francophone population in the region.

By definition, a designated agency must adhere to several basic obligations:

- Ensure that quality services in French are available on a permanent and continuous basis
- Guarantee access to services and follow the principle of active offer
- Implement governance and accountability mechanisms for French-language services.

If the recommendation to submit an application for the designation is approved, the Community Services Committee, as the Committee of Management for the City-operated long-term care homes, would be responsible for:

- Approving the list (Document 2) identifying responsibilities of the Community Services Committee and long-term care staff regarding the French language service designation at Centre d'accueil Champlain,
- Receiving an annual report to ensure that Centre d'accueil Champlain is complying with the requirements of the designation, and
- Ensuring that Centre d'accueil Champlain maintains its French language services designation.

To receive and maintain this designation, Centre d'accueil Champlain must satisfy 20 requirements, divided into six sections. Most of the requirements are currently being met by the home through the City of Ottawa's Bilingualism Policy and existing practices and procedures. There are additional requirements that can be met with minor changes to the Home's internal processes. These requirements can be met with existing staff and no additional resources. The full list of requirements that organizations are required to meet for the designation is provided below.

Section 1: Governance

1. Resolution adopted by the Community Services Committee as Committee of Management to seek a designation, in the form of minutes of this meeting.
2. Policy for French language services (FLS) to support the current and future offer of FLS.
3. Detailed statement describing the responsibilities of the Committee of Management and Long-Term Care Staff (Director of Long-Term Care and Administrator of the Centre d'accueil Champlain) with respect to FLS, approved by the Committee of Management.

Section 2: Direct Services to Clients

4. All telephone services, including voice messages and interactive response systems, are actively offered in French.
5. FLS are actively offered by the organization at all points of contact. Upon first interaction, clients choosing to be served in French are identified and will be directed to the right location.
6. Contracts signed with third parties that offer services to clients on behalf of the organization seeking designation contain clause(s) stating their obligations to ensure the quality and active offer of FLS to clients.
7. Mechanisms to assess the quality of the delivery of FLS, such as a survey and complaint process, are available in French and are clearly communicated to clients.

Section 3: Visual Identification and Communications

8. Information on designated services is clearly posted in French on the organization's main webpages. Relevant webpages, including those pertaining to designated services, are available in French.
9. Any exterior signage is available in French. If the name of the organization exists only in English, the signage must indicate that FLS are available.
10. Any interior signage is available in French and bilingual employees are identified. If the organization offers partial FLS, French signage must be visible from the entrance to guide the public to services in French.

11. Admission forms and other documents intended for clients are available in French or in a bilingual format and are actively offered to the French-speaking clientele.
12. Correspondence addressed to the organization in French is responded to in French and the organization's letterhead is available in French or in a bilingual format.
13. Communications and publications intended for the public concerning services covered by the designation (including pamphlets, brochures, public notices and press releases) are simultaneously available in English and French.

Section 4: Accountability

14. A senior manager has been identified to assume oversight and accountability for the delivery of FLS.
15. A mechanism is in place to review and address FLS issues and complaints, and a report on FLS accomplishments and issues is submitted at least once a year to the board of directors or governing body.

Section 5: Human Resources

16. A mechanism is in place to support the permanency and continuance of FLS.
17. Strategies are in place to recruit, hire and retain qualified personnel and volunteers with the required level of proficiency in French.
18. Training is offered to employees who do not fully meet the linguistic requirements for their designated position.
19. Designated bilingual positions, the required levels of French language proficiency, whether the positions are vacant or filled and whether incumbents meet the proficiency requirements are all identified.

Section 6: Community Support

20. Letters of support for the designation from Francophone individuals or organizations in the region served are included in the designation request.

Next Steps

Long-Term Care Services plans to submit the application and all required documentation by June 2024, if approval is received from the Committee of

Management. If a French Language Services Designation is awarded to Centre d'accueil Champlain, the Home is required to revisit the designation every three years to ensure the home continues to meet the French Language Services Designation requirements.

Centre d'accueil Champlain is recognized in the community for providing French long-term care services. The Home's Administrator represents long-term care on the Board of Directors of the *Réseau des services de Santé en français de l'est de l'Ontario* and a member of *Archipel* (Ontario Health Team; formerly known as Ottawa-East Health Team). Centre d'accueil Champlain works in partnership with Collège La Cité to offer a Living Classroom for the Personal Support Worker (PSW) program. This designation project aligns with the City of Ottawa bilingualism policy, the Long-Term Care strategic plan and the City's Diversity and Inclusion priority. The designation will continue to strengthen the long-term care home's relationship with Ottawa's Francophone community including health, education and socio-cultural partners.

FINANCIAL IMPLICATIONS

There are no financial implications associated with the report recommendations.

LEGAL IMPLICATIONS

There are no legal impediments to adopting the recommendations outlined in this report. Designation of long-term care homes pursuant to the French Language Services Act ("FLSA") is permitted pursuant to Section 1(d) of the Act. If designated, the Centre d'accueil Champlain would be subject to the requirements and the complaints process set out in the FLSA.

COMMENTS BY THE WARD COUNCILLOR(S)

It is very exciting to confirm these French language services for seniors in Ottawa. There is a shortage of such services, and this commitment will help. We look forward to working with all stakeholders at the city to increase the offering of French services for all ages (daycares, recreation, etc) and we hope this energy and enthusiasm will continue in 2024 and beyond.

ADVISORY COMMITTEE(S) COMMENTS

No Advisory Committee Consultation

CONSULTATION

In early 2021, Long-Term Care Services embarked on creating a vision of the future state of the City's Long-Term Care Services.

The strategic planning process involved interviews and surveys with community stakeholders and advocacy groups, recipients of the services (residents and families), staff, volunteers, and City leaders. Participants were asked about City of Ottawa Long-Term Care's areas of strength, trends and priorities within the sector, and areas of opportunity to focus on in the next 5 years.

As part of the strategic planning process, French Language Services designation was identified as a priority for Centre d'accueil Champlain.

Centre d'accueil Champlain will continue to work with internal and external partners throughout the designation process, which will include ongoing discussions with key partners to obtain the required community support for the application.

ACCESSIBILITY IMPACTS

Ottawa Long-Term Care Services provides care and services for residents in line with the obligations of the Accessibility for Ontarians with Disabilities Act, 2005, the Integrated Accessibility Standards Regulation, and the Fixing Long-Term Care Act, 2021 and Ontario Regulation 246/22.

ASSET MANAGEMENT IMPLICATIONS

No asset management implications applicable.

CLIMATE IMPLICATIONS

No climate implications applicable.

DELEGATION OF AUTHORITY IMPLICATIONS

No delegation of authority implications applicable.

ECONOMIC IMPLICATIONS

No economic implications applicable.

ENVIRONMENTAL IMPLICATIONS

No environmental implications applicable.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

The long-term care strategic directions prioritize meeting the physical, psychological, social, spiritual, and cultural needs of all long-term care residents, in line with the *Fixing Long-Term Care Act, 2021*. This designation will allow the City of Ottawa to actively offer French language services on a permanent basis while meeting the specific needs of the Francophone population they serve at Centre d'accueil Champlain. Obtaining designation would serve as a formal, public acknowledgement and recognition of the home's long-standing commitment to French language services.

RISK MANAGEMENT IMPLICATIONS

There are no risks applicable to this report.

RURAL IMPLICATIONS

There are no rural implications.

TECHNOLOGY IMPLICATIONS

There are no technology implications.

TERM OF COUNCIL PRIORITIES

This recommendation is in line with the 2023-2026 Term of Council Priority for a city that has affordable housing and is more liveable for all.

SUPPORTING DOCUMENTATION

The following documents:

Document 1: Letter to the Ministry of Long-Term Care (MLTC)

Document 2: Statement of Responsibilities

DISPOSITION

Following approval of this report, the Director of Long-Term Care will submit to the Ministry of Long-Term Care the letter of support that is included in Document 1 of this report.