

Practice #10: Satellite Service Points (Ontario) February 2019

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Practice #10: Satellite Service Points (Ontario)

This practice contributes to improving:

- Interinstitutional coordination, liaison and integration mechanisms.

The organization implementing this practice:

Several Eastern Ontario community health and social service organizations.

The information contained in this file was mainly acquired from group or individual interviews conducted between April and November 2015 with managers of community support programs, services for handicapped seniors and adults, community health programs and primary care services. These interviews were carried out for one of our team's previous studies.¹ It was complemented by documentary research, and these sources are cited as references.

Background

Not all organizations who wish to provide services in French have the resources to do so. Francophone satellite service points are based on formal agreements to serve Francophone seniors more efficiently by having health and social service providers and professionals from one organization offer services on the other organization's premises. Services vary according to the needs identified by the host organization and available resources (financial and human) in the organization providing the service.

Objectives

While there is a range of satellite service points, our interviews with managers revealed the following shared objectives:

- 1) Pool resources to provide Francophone seniors with very specialized services in a nearby facility;
- 2) Enable the delivery of French-language services in locations where the density of the Francophone population does not allow for the development of organizations intended for this clientele;
- 3) Increase the visibility of services by bringing them together in a centralized location.

Features of the practice

Some of the examples identified during interviews:

- A Francophone community health centre in a rural area, where the Francophone population, despite its high concentration, is scattered across a vast territory and remote from services located in urban settings. At the community health centre, Francophone seniors have access, onsite, at a predetermined time, to the following services (in compliance with referral criteria): a support group for individuals with Parkinson's disease

¹ Kubina, L., de Moissac, M., Savard, J., Savard, S., Giasson, F. (2018). *Les services sociaux et de santé pour les personnes âgées francophones de l'Est ontarien et du Manitoba : Lignes directrices pour améliorer la continuité des services en français*. GReFoPS, Université d'Ottawa. Available at: http://www.grefops.ca/uploads/7/4/7/3/7473881/int%C3%A9gral_services_sociaux_sant%C3%A9_pa_francophones_grefops.pdf

English version available at:

http://www.grefops.ca/uploads/7/4/7/3/7473881/complete_health_social_services_francophone_seniors_grefops_29mar2018.pdf

and their caregivers (agreement with Parkinson Canada); services from a podiatrist (agreement with an urban community health centre); physiotherapy (agreement with the rural hospital located 30 km away from the centre). In addition, the centre lends its rooms to the area community resource centre, so that a day program for seniors can take place in French four days a week.

- A community resource centre located in an urban setting with a high concentration of Francophones, where seniors can access the following services onsite, among others: support and intervention for senior women in abusive situations (agreement with the *Maison d'amitié*); support related to indebtedness and financial abuse (agreement with *Entraide budgétaire*).

The practice develops as managers watch for opportunities to establish agreements and service offers.

Challenges

Funding is the main barrier to satellite service points. For example, due to lack of funding, a Francophone community service organization recalled their satellite staff to headquarters. The onsite presence of these employees was replaced by a telephone link.²

Analysis³

Why is this practice considered innovative?

This practice comes from the need to provide very specialized services to Francophone seniors, in a nearby location, particularly in areas where the Francophone population density does not allow permanent services from a variety of organizations. Agreements enable the deployment of Francophone human resources from one centre to another, to respond more efficiently to seniors' health and social needs, provide services that seniors require, or refer them to these services when needed.

The managers and providers who were met considered the practice to be innovative, as it goes beyond the normal scope of service delivery.

Emerging, promising or leading: A promising practice

- **Quality of evidence:** Although we know of no formal evaluation of satellite service points for Francophone seniors, several positive outcomes were identified by the managers and providers who were met.
- **Impact:** Short-term results mentioned were bringing French services closer to seniors and a comprehensive offer of social and health services. This initiative enabled: a) the bypassing the barriers to French Language health and social service access, such as lack of awareness about services and the travel distance to access them, and b) identifying Francophone seniors' emerging health and social service needs.⁴

² Ibid.

³ This analysis is based on criteria defined in the *Innovative Practices Evaluation Framework* designed by the Health Council of Canada, available at: https://healthcouncilcanada.ca/files/IP_Framework_Eng_final_1.pdf also outlined in Appendix 1.

⁴ Kubina et al., 2018, op. cit.

- **Applicability:** The practice is currently implemented in several Eastern Ontario facilities.
- **Transferability:** Similar results were reported by all respondents.