

**Practice #3: The Pavillon Omer Deslauriers: A
Francophone Unit at Bendale Acres (Ontario)
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Integration in an Official Minority
Language Context**

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This practice contributes to improving:

- Your organization's values and principles. Values: innovation, cultural and linguistic diversity, offering services in the user's preferred language;
- active offer and coordination tools within an organization.

The organization implementing this practice: Bendale Acres, Scarborough, Ontario

The information contained in this file was primarily acquired from a telephone interview conducted on July 10, 2017, with Margaret Aerola, Executive Director of Bendale Acres. It was complemented by documentary research, and these sources are cited as references.

Background

In Canada, the Francophone population living in a minority context is aging more rapidly than the overall Canadian population.¹ Bendale Acres is a long-term care facility established in 1963. Located in Scarborough, Toronto, the institution has 302 beds and uses an individualized approach that supports seniors' autonomy in an environment where dignity, self-esteem, and rights are respected.² In 1994, Bendale Acres created the Pavillon Omer Deslauriers, through a collaborative effort between the Francophone community, the City of Toronto and other partners. The pavilion serves Francophone seniors in the area and provides linguistically and culturally appropriate healthcare services to seniors from their admission, and throughout their stay.

Objectives

The objective is to create a Francophone section in a predominantly Anglophone setting, to provide long-term care in users preferred official language. As a result, the unit allows Francophone seniors to access long-term care and end-of-life services in French, by way of bilingual staff using their full linguistic potential for the benefit of users and residents.

Furthermore, Bendale Acres' general objectives are to improve: 1) access to linguistically and culturally appropriate healthcare and services; 2) residents' quality of life; 3) health outcomes among residents; and 4) satisfaction for residents and their families.

1 Statistics Canada. (2017). Births, migration and aging of the official-language minority population. <https://www.statcan.gc.ca/eng/sc/video/polmc02>

2 Bendale Acres website, <https://www.toronto.ca/community-people/housing-shelter/long-term-care-homes/bendale-acres>, accessed on July 14, 2017.

Features of the practice

Bendale Acres' philosophy is grounded in an interprofessional approach to linguistically and culturally adapted healthcare for seniors, from admission and throughout their stay. The Pavillon Omer Deslauriers is a 37-bed site, in a predominantly Anglophone institution of 302 beds. The following features are an integral part of the practice:

- In this 37-bed pavilion, a majority of employees are bilingual.
- Recreational, musical and artistic activities or special events, as well as spiritual and religious support and care, are carried out in an environment that fosters the use of French.
- Since 2013, when a vacancy occurs at the Pavillon Omer Deslauriers, the Central East Community Care Access Centre (CCAC) gives priority to Francophone seniors who are eligible for long-term care and who apply to Bendale Acres.³

Pavillon Omer Deslauriers staff believe that communicating in one's mother tongue is required to assess the complaints and suffering of individuals who have dementia, establish an accurate diagnosis and design a treatment plan centered on their needs and expectations.⁴

Challenges

According to the resource person, the Bendale Acres' main challenge is to identify and find people from the Greater Toronto Area Francophone minority. They have become invisible, not only because of social, economic and structural circumstances, but also because they had, in the past, to face discrimination in their access and use of health and social services. This discrimination, strongly felt by some of the Francophone minority community, has triggered a kind of refusal on their part to ask for and use French language services.

Analysis⁵

Why is this practice considered innovative?

This practice meets a community need, and various stakeholders perceive it as innovative. Testimonials from residents, their family members as well as staff regarding the creation of the Pavillon Omer Deslauriers are very positive; they see this initiative as a way to ensure better services for Francophone seniors.⁶ Furthermore, this initiative is well-known in the Société Santé en français networks, who consider it a good practice. It inspired the development of the *Guide for Planning and Providing Francophone Long-Term Care Services* produced by the French Health Network of Central Southwestern Ontario.⁷

3 Entité 4. (2013). *Les aînés francophones ont maintenant un accès prioritaire aux soins de longue durée du Pavillon Omer Deslauriers à Scarborough*. Communiqué. Accessed at: <http://francosantesud.ca/wp-content/uploads/Communiqu%C3%A9-Bendale-Acres-FR.pdf>

4 The Pavillon Omer Deslauriers Team. (n.a.), Promotional video, retrieved from: <https://www.youtube.com/watch?v=iUP9c-soH68&feature=youtu.be>

5 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

6 The Pavillon Omer Deslauriers Team. (n.a.), Promotional video, op.cit.

7 Réseau Franco-santé du Sud de l'Ontario (2017). *Guide de planification et de prestation de soins de longue durée en français : Leçons tirées du Pavillon Omer Deslauriers de Bendale Acres et d'autres services de santé en français pour aînés au Canada*. Report accessed on February 13, 2018, at: http://savoir-sante.ca/fr/content_page/download/261/434/21?method=view

Emerging, promising or leading: A leading practice

- **Quality of evidence:** The Francophone unit at Bendale Acres was reviewed as an example for the development of a long-term care planning and delivery model.⁸ Based on the evaluation and available testimonials, there is considerable appreciation on the part of actors involved in this initiative, including health and social service providers, health professionals and users.
- **Impact:** Available testimonials and the interview conducted indicate that this practice has positive impacts on the residents' satisfaction and quality of life. It seems that the offer of services in one's preferred language is linked to greater user safety and an improved quality of services for official language minority communities.⁹
- **Applicability:** Similar initiatives were identified in Prince Edward Island.
- **Transferability:** Results from identified initiatives all point in the same direction; it appears that these results are transferable.

8 Ibid. Drawing from the review of the Pavillon Omer Deslauriers model and other best practices, this guide proposes a model for planning and delivering long-term care that has six attributes: 1) leadership and planning; 2) community engagement; 3) communication and promotion; 4) environment; 5) bilingual human resources; 6) person-centered approach. The guide also outlines ten steps to implement a Francophone cluster in a long-term care facility, as well as five things frontline staff can do to improve access to French-language services.

⁹ Bowen, S. (2015). *Impact des barrières linguistiques sur la sécurité des patients et la qualité des soins*. Final report prepared for Société Santé en français. Retrieved from: http://www.savoir-sante.ca/fr/content_page/download/255/429/21?method=view