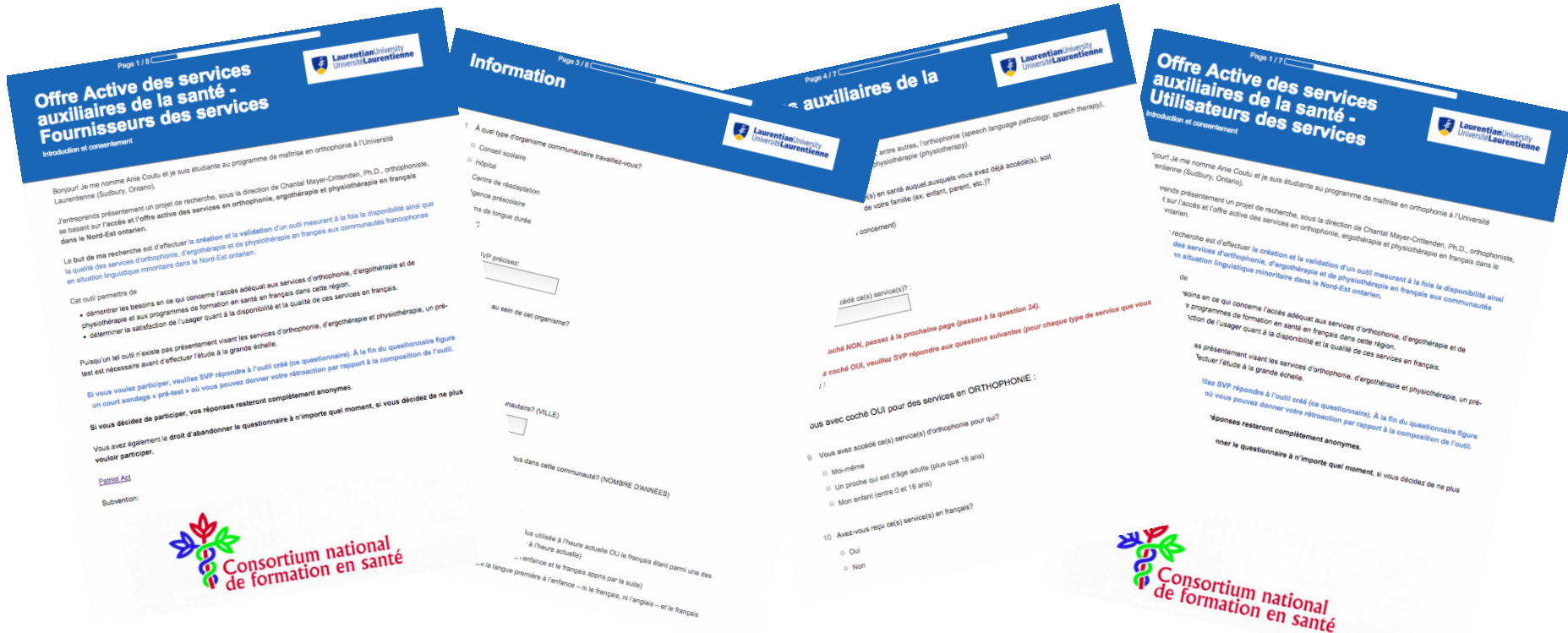


# Active offer and access to French-language rehabilitative care in francophone minority communities in Northeastern Ontario: Field survey



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# REMINDER: Purpose of the project

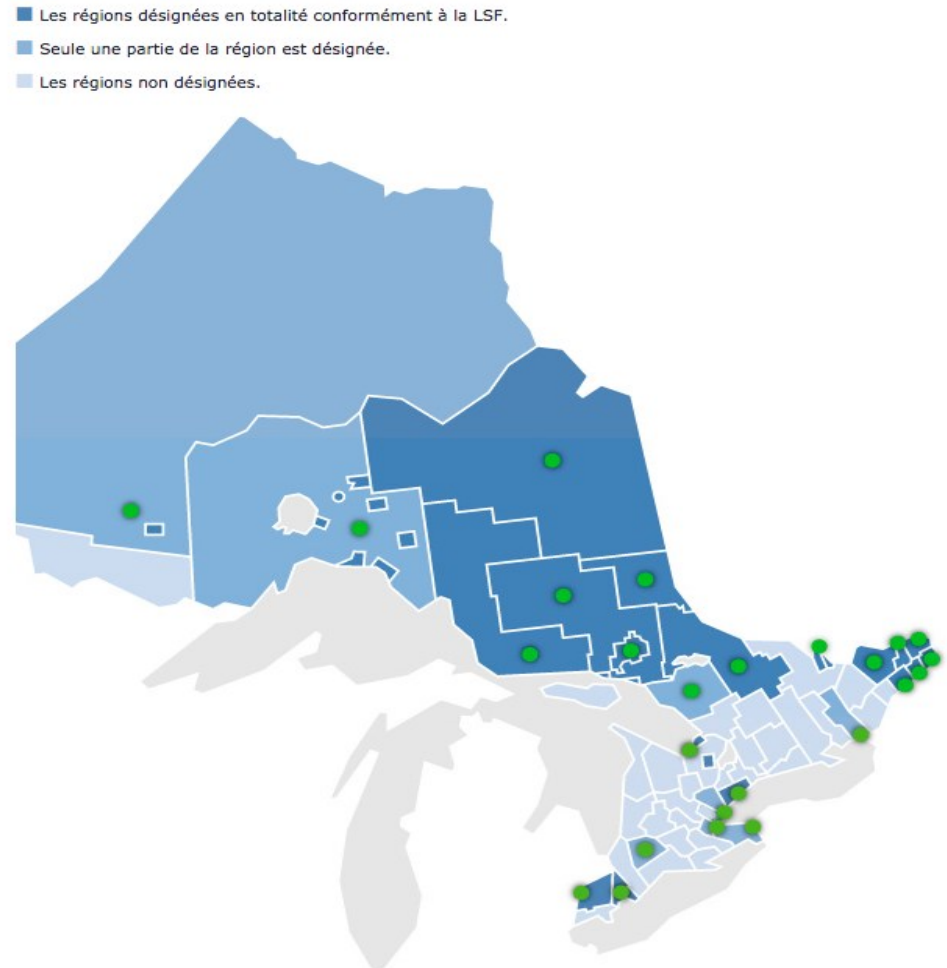
We wanted to:

1. Measure active offer by providers of French-language health support services (FHSS) in francophone minority communities (FMCs) in Northeastern Ontario
2. Measure the satisfaction of FHSS users in Northeastern Ontario FMCs with the quality and availability of the services



# Objective

Examine the need for FHSS (speech-language pathology, physiotherapy and occupational therapy) in Northeastern Ontario FMCs



# Research questions

Is there a difference in accessibility and active offer in French between FHSS providers in Northeastern Ontario FMCs?

Are the perceptions of FHSS users and providers similar with regard to active offer in Northeastern Ontario FMCs?

Is there a difference in access to services and active offer of FHSS in French between the various types of community organizations in Northeastern Ontario FMCs?

Is there a difference in access to services and active offer of FHSS in French between the seven districts of Northeastern Ontario ?

# Participants

## ↗ Northeastern Ontario

↗ Seven districts: Algoma, Nipissing, Manitoulin, Sudbury, Timiskaming, Cochrane, Parry Sound

↗ n = 226

↗ 138 service providers

↗ 49 speech-language pathologists

↗ 42 occupational therapists

↗ 47 physiotherapists

↗ 88 service users

↗ 26 speech-language clients/patients

↗ 15 occupational therapy clients/patients

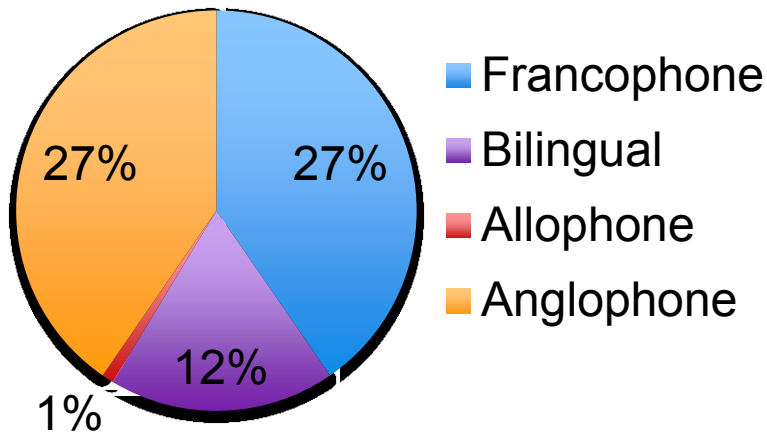
↗ 46 physiotherapy clients/patients

↗ 1 (not stated)

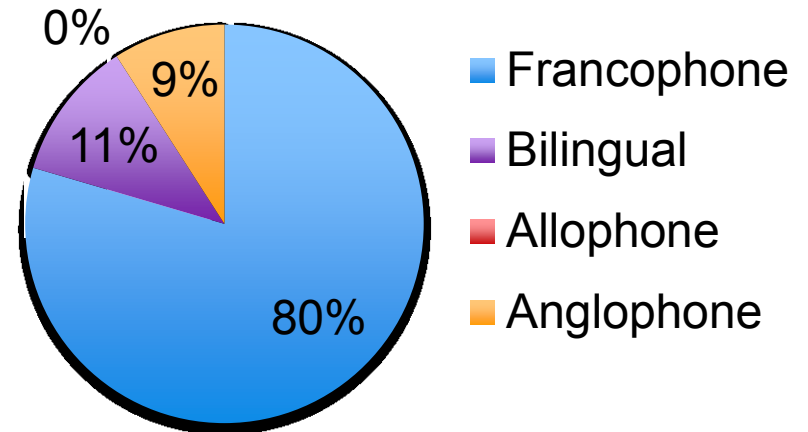


# Participants

## Language identification - Providers



## Users



# Procedure

DISTRICT	Speech-language pathologists	Physiotherapists	Occupational therapists	Total
<b>Algoma</b>	25 (8)	52 (9)	38 (8)	115 (25) 22%
<b>Manitoulin</b>	1 (1)	6 (1)	1 (0)	8 (2) 25%
<b>Sudbury</b>	49 (21)	107 (21)	87 (21)	243 (63) 26%
<b>Parry Sound</b>	5 (1)	15 (0)	5 (0)	25 (1) 4%
<b>Cochrane</b>	17 (3)	51 (4)	21 (6)	89 (13) 15%
<b>Nipissing</b>	27 (13)	57 (7)	38 (5)	122 (25) 21%
<b>Timiskaming</b>	3 (1)	3 (1)	2 (2)	8 (4) 50%
<b>TOTAL</b>	<b>127 (48)</b>	<b>297 (43)</b>	<b>192 (42)</b>	
	<b>616 (133)</b>			

The figure represents the number of forms sent (in parentheses) = Number of providers who completed the questionnaire.

# RESULTS





# RESULTS – Question 1

## Difference between types of providers

**YES!**

↗ Significant difference in **participation in active offer**

( $X^2_{(2)} = 9.297$ ;  $p < 0.01$ )

↗ Speech-language pathologists participate the **most** in active offer

		Yes	No
<b>Providers participate in active offer</b>	Speech-language pathology	97% (32) **	3.0% (1)
	Physiotherapy	68.6% (24)	31.4% (11)
	Occupational therapy	75% (24)	25% (8)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$

# RESULTS – Question 2

## User and provider perceptions

User and provider perceptions regarding offer and reception of French-language services **are not similar.**

Offer/receive services in French	
Providers	Users
75.74% (103) - YES	40.70% (35) – YES 29.07% (25) - Partly

User and provider perceptions regarding lack of French-language services **are not similar.**

Lack of French-language services	
Providers	Users
61.98% (75) - YES	80.77% (63) - YES

User and provider perceptions regarding availability of French-language services **are not similar.**

Availability of French-language services	
Providers	Users
87.63% (85) - YES	38% (27) – had to wait longer for services

# RESULTS – Question 2

## User and provider perceptions

User and provider perceptions regarding the importance of active offer are **similar**.

### Active offer important in general

Providers	Users
96.64% (115) - YES	100% (81) - YES

User and provider perceptions regarding bilingual greeting are **somewhat similar**.

### Bilingual greeting

Providers	Users
47% (47) Always – Often	64.1% (50) Always – Often

# RESULTS – Question 2

## User and provider perceptions

- ↗ 96% (121) of **providers** say that active offer is important to clients
- ↗ 80% (80) of **providers** participate in active offer
- ↗ 81% (18) of service **users** assess the quality of French-language services as “good to excellent”

# RESULTS – Question 3

## Difference between agencies

**YES!**

- ↗ Significant difference between the various types of agencies in **participation in active offer in the workplace** ( $X^2_{(27)} = 64.048$ ;  $p < 0.001$ )
  - ↗ School boards, pre-school centres and long-term care services participate the **most** in active offer
  - ↗ Hospitals and private clinics participate the **least** in active offer

# RESULTS – Question 3

## Difference between agencies

		Never	Sometimes	Often	Always
Workplace participates in active offer	School board	0% (0)	0% (0)	8.3% (1)	91.7% (11)***
	Hospital	2.4% (1)	46.3% (19)***	43.9% (18)	7.3% (3)
	Rehabilitation centre	0% (0)	44.4% (4)***	44.4% (4)	11.1% (1)
	Pre-school centre	0% (0)	0% (0)	100% (1)***	0% (0)
	Long-term care services	0% (0)	0% (0)	100% (2)***	0% (0)
	CCAC	0% (0)	25% (5)	60% (12)	15% (3)
	CTC	0% (0)	28.6% (2)	57.1% (4)	14.3% (1)
	Private	14.3% (1)	57.1% (4)***	14.3% (1)	14.3% (1)

# RESULTS – Question 3

## Difference between agencies

**YES!**

- ↗ Significant difference in number of **providers that participate in active offer** ( $X^2_{(9)} = 25.160; p < 0.01$ )
  - ↗ Most providers that work in a school board, a pre-school centre, a CTC, a CCAC or a hospital **participate** in active offer
  - ↗ 100% of providers that work in long-term care services **do not participate** in active offer

# RESULTS – Question 3

## Difference between agencies

		Yes	No
Providers participate in active offer	School board	100% (12)**	0% (0)
	Hospital	82.5% (33)**	17.5% (7)
	Rehabilitation centre	75% (6)	25% (2)
	Pre-school centre	100% (1)**	0% (0)
	Long-term care services	0% (0)	100% (2)**
	CCAC	80% (16)**	20% (4)
	CTC	100% (7)**	0% (0)
	Private	28.6% (2)	71.4% (5)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$



# RESULTS – Question 3

## Difference between agencies

**YES!**

- ↗ Significant difference in number of **providers that address their clients in French** ( $X^2_{(21)} = 32.924; p < 0.05$ )
  - ↗ Most providers that work in a school board or a CCAC **often or always address** their clients in French
  - ↗ Providers that work in rehabilitation centres and private clinics **never or sometimes address** their clients in French

# RESULTS – Question 3

## Difference between agencies

		Never	Sometimes	Often	Always
Therapist addresses clients in French	School board	14.3% (1)	0% (0)	14.3% (1)*	71.4% (5)*
	Hospital	42.9% (3)	14.3% (1)	14.3% (1)	28.6% (2)
	Rehabilitation centre	100% (2)*	0% (0)	0% (0)	0% (0)
	Pre-school centre	0% (0)	42.9% (3)	28.6% (2)	28.6% (2)
	CCAC	14.3% (1)	0% (0)	0% (0)	85.7% (6)*
	CTC	10% (1)	20% (2)	10% (1)	60% (6)
	Community health centre	50%(1)	0% (0)	50% (1)	0% (0)
	Private	75% (3)*	25% (1)*	0% (0)	0% (0)

\* = p<0.05; \*\* = p<0.01; \*\*\* = p<0.001

# RESULTS – Question 3

## Difference between agencies

**YES!**

- ↗ Significant difference in number of **providers that use a bilingual greeting** ( $X^2_{(27)} = 42.535; p < 0.05$ )
  - ↗ Most providers that work for a pre-school centre **often or always use** a bilingual greeting
  - ↗ Providers that work in long-term care services and private clinics **never or seldom use** a bilingual greeting

# RESULTS – Question 3

## Difference between agencies

		Never	Sometimes	Often	Always
Providers – bilingual greeting	School board	8.3% (1)	41.7% (5)	41.7% (5)	8.3% (1)
	Hospital	27.5% (11)	32.5% (13)	17.5% (7)	22.5% (9)
	Rehabilitation centre	12.5% (1)	37.5% (3)	50% (4)	0% (0)
	Pre-school centre	0% (0)	0% (0)	0% (0)	100% (1)*
	Long-term care services	100% (2)*	0% (0)	0% (0)	0% (0)
	CCAC	30% (6)	20% (4)	15% (3)	35% (7)
	Private	71.4% (5)*	14.3% (1)*	14.3% (1)	0% (0)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$

# RESULTS – Question 3

## Difference between agencies

**YES!**

↗ Significant difference in the presence of **bilingual signage**

$(X^2_{(10)} = 50.622; p < 0.001)$

↗ Most hospitals, CCACs and CTCs **use** bilingual signage

↗ Community health centres and private clinics **do not use** bilingual signage

# RESULTS – Question 3

## Difference between agencies

		Yes	No
Bilingual signage	School board	31.25% (5)	68.75% (11)
	Hospital	90.9% (50) <sup>***</sup>	9.1% (5)
	Rehabilitation centre	75% (9)	25% (3)
	Pre-school centre	66.7% (2) <sup>**</sup>	33.3% (1)
	Long-term care services	66.7% (2)	33.3% (1)
	CCAC	85% (17) <sup>***</sup>	15% (3)
	CTC	85.7% (6) <sup>***</sup>	14.2% (1)
	Community health centre	0% (0)	100% (1) <sup>***</sup>
	Private	0% (0)	100% (8) <sup>***</sup>

\* = p<0.05; \*\* = p<0.01; \*\*\* = p<0.001

# RESULTS – Question 3

## Difference between agencies

**YES!**

↗ Significant difference in the use of **bilingual documents**

$(X^2_{(9)} = 55.151; p < 0.001)$

- ↗ Most hospitals, rehabilitation centres, pre-school centres, CCACs and CTCs **have** bilingual documents
- ↗ Most community health centres and private clinics **do not have** bilingual documents

# RESULTS – Question 3

## Difference between agencies

		Yes	No
Bilingual documents	School board	37.5% (6)	62.25% (10)
	Hospital	89.9% (49) <sup>***</sup>	10.9% (6)
	Rehabilitation centre	91.67% (11) <sup>***</sup>	8.3% (1)
	Pre-school centre	100% (3) <sup>***</sup>	0% (0)
	Long-term care services	66.7% (2)	33.3% (1)
	CCAC	100% (25) <sup>***</sup>	0% (0)
	CTC	85.7% (6) <sup>***</sup>	14.2% (1)
	Community health centre	0% (0)	100% (1) <sup>***</sup>
	Private	12.5% (1)	87.5% (7) <sup>***</sup>

\* = p<0.05; \*\* = p<0.01; \*\*\* = p<0.001



# RESULTS – Question 3

## Difference between agencies

**YES!**

- ↗ Significant difference in **place of work that provides services in French** ( $X^2_{(10)} = 31.695; p < 0.001$ )
  - ↗ Most hospitals, school boards, rehabilitation centres, pre-school centres, CCACs and CTCs **provide** services in French
  - ↗ The community health centres that took part in the study **do not provide** services in French

# RESULTS – Question 3

## Difference between agencies

		Yes	No
Place of work offers services in French	School board	82.4% (14) <sup>***</sup>	17.6% (3)
	Hospital	93% (53) <sup>***</sup>	7% (4)
	Rehabilitation centre	100% (12) <sup>***</sup>	0% (0)
	Pre-school centre	100% (3) <sup>***</sup>	0% (0)
	Long-term care services	66.7% (2)	33.3% (1)
	CCAC	100% (25) <sup>***</sup>	0% (0)
	CTC	100% (7) <sup>***</sup>	0% (0)
	Community health centre	0% (0)	100% (1) <sup>***</sup>
	Private	87.5% (7) <sup>***</sup>	12.5% (1)

\* = p<0.05; \*\* = p<0.01; \*\*\* = p<0.001

# RESULTS – Question 4

## Difference between districts

**YES!**

- ↗ Significant difference between the seven districts in the **provision of French-language services** ( $X^2_{(6)} = 31.288$ ;  $p < 0.001$ )
  - ↗ The Cochrane, Parry Sound, Sudbury and Timiskaming districts provide the **most** services in French
  - ↗ Manitoulin district provides the **least** services in French

# RESULTS – Question 4

## Difference between districts

		Yes	No
Provision of French-language services	Algoma	44% (11)	56% (14)
	Manitoulin	0% (0)	100% (2) <sup>***</sup>
	Cochrane	100% (12) <sup>***</sup>	0% (0)
	Nipissing	88% (22)	12% (3)
	Parry Sound	100% (1) <sup>***</sup>	0% (0)
	Sudbury	83.9% (52) <sup>***</sup>	16.1% (10)
	Timiskaming	100% (4) <sup>***</sup>	0% (0)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$

# RESULTS – Question 4

## Difference between districts

**YES!**

- ↗ Significant difference between the seven districts in the presence of **bilingual signage** ( $X^2_{(8)} = 23.149$ ;  $p < 0.01$ )
  - ↗ Nipissing district has the **most** bilingual signage
  - ↗ Algoma district has the **least** bilingual signage

		Yes	No	N/A
<b>Bilingual signage</b>	Algoma	0% (0)	50% (1)**	50% (1)
	Cochrane	54.2% (13)	25% (6)	20.8% (5)
	Nipissing	90.9% (10)**	0% (0)	9.1% (1)
	Sudbury	52.3% (24)	39.1% (18)	8.7% (4)
	Timiskaming	25% (1)	0% (0)	75% (3)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$

# RESULTS – Question 4

## Difference between districts

### YES!

- ↗ Significant difference between the seven districts in the availability of **bilingual documents** ( $X^2_{(6)} = 19.298$ ;  $p < 0.01$ )
  - ↗ The Manitoulin, Sudbury and Timiskaming districts offer the **most** bilingual documents
  - ↗ Parry Sound district offers the **fewest** bilingual documents

# RESULTS – Question 4

## Difference between districts

		Yes	No
<b>Bilingual documents</b>	Algoma	70.8% (17)	29.2% (7)
	Manitoulin	100% (1)**	0% (0)
	Cochrane	50% (6)	50% (6)
	Nipissing	79.2% (19)	20.8% (5)
	Parry Sound	0% (0)	100% (1)**
	Sudbury	91.8% (56)**	8.2% (5)
	Timiskaming	100% (4)**	0% (0)

\* =  $p < 0.05$ ; \*\* =  $p < 0.01$ ; \*\*\* =  $p < 0.001$

# RESULTS – Question 4

## Difference between districts

**YES!**

- ↗ Significant difference between the seven districts in the **active offer in agencies** ( $X^2_{(12)} = 35.300$ ;  $p < 0.001$ )
  - ↗ Nipissing district agencies participate the **most** in active offer
  - ↗ Algoma district agencies participate the **least** in active offer

		Never	Sometimes	Often	Always
Participation in active offer	Algoma	0% (0)	100% (1)***	0% (0)	0% (0)
	Cochrane	13% (3)	13% (3)	47.8% (11)	26.1% (6)
	Nipissing	0% (0)	0% (0)	54.5% (6)***	45.5% (5)***
	Sudbury	52.6% (20)	7.9% (3)	10.5% (4)	28.9% (11)
	Timiskaming	0% (0)	25% (1)	50% (2)	25%(1)



# Conclusion

## Purposes of the project

1. Measure active offer by FHSS providers in Northeastern Ontario FMCs
  2. Measure the satisfaction of FHSS users living in Northeastern Ontario FMCs with the quality and availability of those services
- ↗ Speech-language pathologists participate the most in active offer
  - ↗ Active offer is important
  - ↗ Lack of services in French
  - ↗ Quality of French-language services → Good to excellent
  - ↗ Availability → French-language services are not readily available

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