

Ottawa Francophone Dialogue Report Back

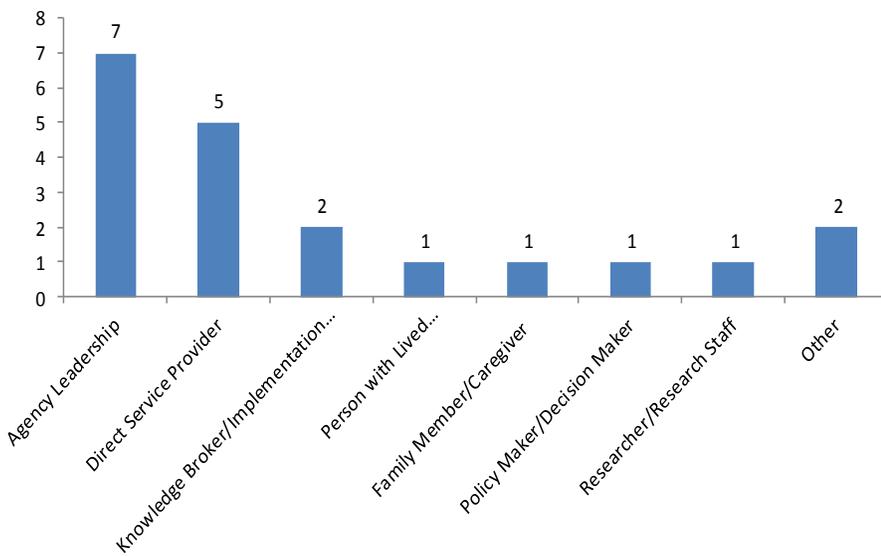
This report back highlights the diverse evidence needs prioritized by participants at the Sharing Together Ottawa Francophone dialogue held on April 6, 2017. Eight Sharing Together dialogues were held across the province from January to April 2017, and individual high level report backs have been created to share back what we heard from participants at each dialogue.



Through Sharing Together, EENet aims to co-create an evidence priority agenda that reflects regional and provincial mental health, substance use and addictions evidence needs, and includes diverse stakeholder perspectives. EENet and partners will use this co-created evidence priority agenda to shape the types of evidence we make available and accessible to stakeholders in Ontario. By addressing evidence needs, we hope Sharing Together will contribute to a more evidence-informed and connected system, leading to better experience and quality of care, and overall health and wellbeing, for all Ontarians.

At this dialogue, 16 participants attended and indicated they have either have lived experience or have worked with various diverse populations, including women, low income, children and youth, people who have experienced homelessness, older adults, LGBTQ (Lesbian Gay, Bisexual, Trans and Queer), and linguistic communities. Attendees also mainly represented urban areas, but a few represented rural and remote locations. Below is a breakdown of attendees by stakeholder group and sector.

1. Which stakeholder group do you best represent? (Participants selected all that apply)

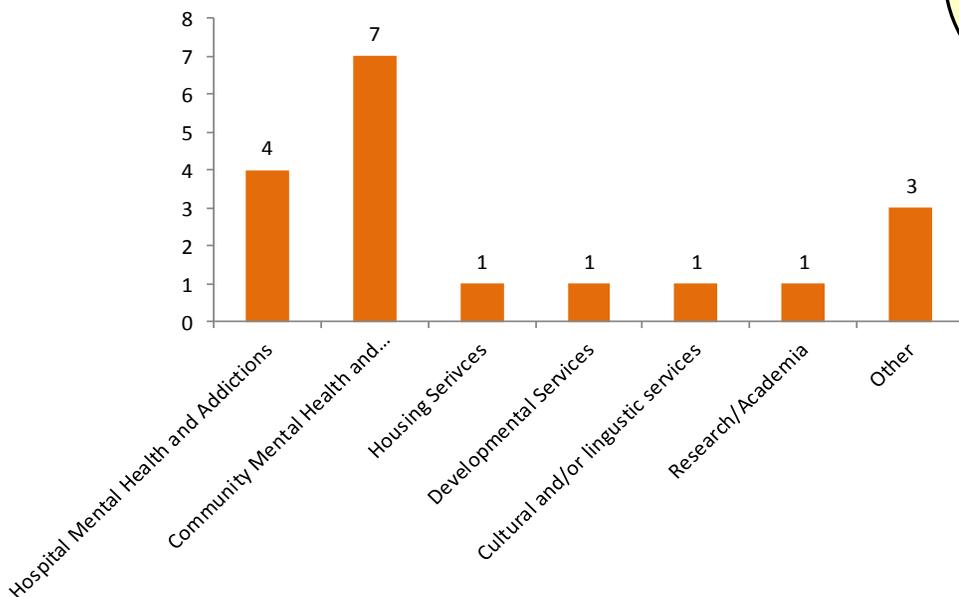


"Networking, useful and productive discussions (no time wasted), feels like something will come of these discussions."
Dialogue participant

"Francophones had the opportunity to give VOICE to our reality, needs, concerns, priorities."
Dialogue participant

"Hold more meetings like this Very important."
Dialogue participant

2. What sector do you work in? (Participants selected all that apply)



Ottawa Francophone Dialogue — Evidence Needs

The top three evidence themes were selected by participants prior to attending the dialogue for discussion. At the dialogues, participants then discussed and prioritized specific evidence needs related to each theme. Listed below are the top evidence needs in order of prioritization.



Access to services

- **Develop an online platform and a regional French language services committee** to support sharing of evidence and resources to increase collaboration and access to services.
- **Determine needs amongst Francophone populations** with mental health, substance use, and addictions issues
- **Develop a provincial mapping platform** of French services.
- **Develop a centralized intake service** that includes up-to-date information on community services and wait times, and includes additional demographic data collection, specifically language preference for receiving services.



Effectiveness of services

- Increase **monitoring of services and programs** to determine effectiveness of current mandated French-language services.
- Make **client satisfaction/perception of care tools and feedback procedures more accessible, flexible, and easier to share** through user-friendly integrated systems (for example, the Integrated Assessment Record) and training of service providers to use these tools.
- Best practices to **reduce wait times**.
- Develop **standardized regional, provincial, and national indicators for comparative data analysis**, supported by a **centralized data platform** to share information.



Capacity building and staff development to improve service delivery

- Identify **accreditation training needs and opportunities**, and facilitate access to training on tools related to French Language service provision.
- Develop **linguistic and cultural competencies required to work in French**, and ensure French-speaking staff meet these competencies (and / or) ensure French-speaking staff have access to French Language professional development opportunities to meet these competencies.
- More **information on mental health for families and caregivers**, specifically how to support a family member coming home.
- Develop **partnerships and collaborations between organizations and colleges/universities** to increase awareness about the need for bilingual and francophone internships.
- Best practices that support the **use of Francophone mental health data**, including sharing of research, identifying evidence needs, and implementation supports.

Next steps

We will extend participation in the Sharing Together process through an online survey to stakeholders across Ontario. Following that, we will analyze provincial trends to develop the evidence priority agenda for Ontario's mental health, substance use, and addictions system. The final step will be to disseminate the agenda to support knowledge exchange activities across Ontario. EENet will also collaborate with partners to respond to the evidence needs identified.

Resources have already been posted on the [Sharing Together webpage!](#)

Stay tuned as we gather more evidence and if you have relevant resources, share with us!