OPTIMAL MODEL OF FRANCOPHONE LONG-TERM-CARE (FLTC) PROGRAM LOGIC MODEL





COMMUNICATION AND









COMMUNITY ENGAGEMENT

ACTIVITIES

- Reflect on openness to community engagement
- Establish partnerships to support community engagement
- Select appropriate community engagement strategies
- Participate in and contribute to the Francophone cultural community
- Partner with community members by establishing advisory groups
- Create a Francophone volunteer community

SHORT-TERM OUTCOMES

- Community is informed and consulted on FLTC
- Francophone needs, expectations and concerns are understood

LONG-TERM OUTCOMES

- Increased sense of recognition, inclusion and dignity
- Increased accountability, trust and confidence in services
- Residents have increased social connection to the Francophone community

PROMOTION ACTIVITIES

- Translate communication materials
- Share FLTC policies and procedures with all residents and caregivers
- Promote the availability of French language services to community members and the broader health system

SHORT-TERM OUTCOME

 Increased awareness of FLTC among residents, staff, health system and general public

LONG-TERM OUTCOME

 Increased awareness to the importance of languageadapted services

LEADERSHIP AND PLANNING

ACTIVITIES

- Conduct critical self reflection of biases and prejudices
- Recruit qualified candidates from linguistic and cultural minority groups to leadership
- Develop policies, procedures and plans that reflect organizational commitment to FLTC
- Evaluate Francophone residents and caregivers satisfaction

SHORT-TERM OUTCOMES

- Leadership and management model culturally-competent behaviour
- Community feels increased trust and confidence in French language services

LONG-TERM OUTCOME

 Community feels increased trust and confidence in French language services

ENVIRONMENT

ACTIVITIES

- Cluster Francophone residents and designate Francophone beds
- Translate signage and identify bilingual staff
- Encourage staff and residents to converse in French in the home
- Gather feedback on décor, cuisine, dining, music, spiritual and cultural events

SHORT-TERM OUTCOMES

- Programs reflect the interests and needs of Francophone residents and community
- Residents are comfortable speaking in French

LONG-TERM OUTCOME

 Increased resident and caregiver satisfaction with programming, food and décor

BILINGUAL HEALTH WORKFORCE

ACTIVITIES

- Conduct a bilingual staff gap analysis
- Employ targeted recruitment strategies
- Support bilingual staff with training, adapted work schedules, technology, etc.

SHORT-TERM OUTCOMES

- Increased supply of bilingual health workforce
- Increased supports for bilingual staff

LONG-TERM OUTCOMES

 Increased resident and caregiver satisfaction with clinical care

PERSON-CENTRED CARE

ACTIVITIES

- Train staff on the use of Active Offer between care teams and residents/caregivers
- Train care teams on partnered and holistic approach to careplanning and management
- Develop a process for determining and documenting linguistic identity
- Foster health system partnerships to build language specific pathways of care
- Create a separate LTC placement wait list for Francophones

SHORT-TERM OUTCOMES

- Increased supply of appropriately resourced FLTC beds
- Increased staff knowledge of culturally and linguistically adapted services
- Increased staff knowledge on accurately determining linguistic identity

LONG-TERM OUTCOMES

- Timely access to efficient FLS pathways between sectors
- Increased resident safety and effectiveness
- Increased number of Francophones appropriately identified
- Increased referrals to and requests for FLTC

INCREASED ACCESS TO SAFE, EFFICIENT, APPROPRIATE BILINGUAL FRANCOPHONE LTC

IMPROVED HEALTH OUTCOMES AND QUALITY OF LIFE FOR FRANCOPHONE LTC RESIDENTS