



July 19, 2021

*Electronic Delivery Only*

Soo Wong  
Executive Director  
Bennett Village

Dear Ms. Wong,

**Re: Bennett Centre Long-Term Care (LTC) French Language Services Identification**

Thank you for your recent request for assistance in securing the identification status for French Services within Bennett Centre Long-Term Care.

Ontario Health, Central is pleased to advise you of the French Language Services (FLS) Identification of Bennett Centre Long-Term Care. This recognition highlights Bennett Centre's commitment to supporting local Francophone populations, resulting in improved access to quality FLS services.

As you are aware, Ontario Health defines identification as the selection of service providers for the purposes of planning and delivering quality services in French. The objective is for the Francophone population to have access to a continuum of health services in French, which then supports enhanced responsiveness to the needs of the community.

Identification establishes the expectation that your organization will: (1) continue to undertake annual planning activities that demonstrate how services will be provided to French speaking residents; and (2) provide regular accountability reports to Ontario Health Central in our efforts to monitor FLS progress.

Thank you for your continued efforts to ensure high quality health care for all residents of Ontario Health Central.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil Walker", with a long horizontal flourish extending to the right.

Neil Walker  
Interim Regional Lead, Ontario Health Central

cc: Constant Ouapo, Executive Director, Entité 3

Donna Kline, Chief Communications & Engagement Officer, Ontario Health (OH)

Liane Fernandes, Vice President System Strategy, Design, Planning & Implementation, OH Central

Yolande Davidson, Director (Acting), Indigenous, French Language and Priority Populations