

**Schedule D2d: CSS Sector Specific Indicators**

**2019-2020**

**Health Service Provider: Community Care Peterborough**

<b>Performance Indicators</b>	<b>2019-2020 Target</b>	<b>Performance Standard</b>
No Performance Indicators	-	-
<b>Explanatory Indicators</b>		
Number of persons waiting for service (by functional centre)		

# Schedule D3a Local: All 2019-2020

## Health Service Provider: Community Care Peterborough

### Cultural Sensitivity Obligation

- To better serve Francophone citizens, Indigenous peoples, and new Ontarians, the Central East LHIN supports its Health Service Providers (HSPs) in the advancement of the highest-quality Health care system which improves access to appropriate and culturally-safe care through sub-regional planning and community engagement for any patient, regardless of race, ethnicity, culture or language capacity.
- HSPs will report To the Central East LHIN on the status and progress of culturally-safe training initiatives demonstrating commitment To this priority.

### French Language Services Obligation

- Designated HSPs, will continue to provide health services to the public in French in accordance with the provisions of the French Language Service Act (FLSA) and work towards maintaining French Language Service (FLS) capacity.
- Identified HSPs will develop and implement an FLS plan, provide health services to the public in French in accordance with existing FLS capacity, and work towards improving FLS capacity for designation.
- Non-designated and non-identified HSPs, will develop and implement a plan to address the needs of its local Francophone community including the provision of information on local health services available in French.
- With respect to French Language Services, all HSPs will provide a mandatory report to the LHIN, in accordance with Section 22 of LHSIA. The report will outline how the HSP addresses the needs of its local Francophone community, and identify the capacity of the HSP to provide those services.

### Indigenous Peoples\* Obligations

- Together with the LHIN, HSPs will:
- Increase the number of Indigenous professionals working in the healthcare field;
  - Ensure the retention of Indigenous healthcare providers in Indigenous communities; and
  - Provide cultural competency training for all healthcare professionals.
- In support of these obligations, HSPs will report to the Central East LHIN on programs and initiatives that demonstrate a commitment to this priority through completion of the LHIN's Cultural Safety monitoring template by March 31st each year.
- \*Indigenous Peoples include First Nations, Inuit, Metis and members of these communities living within any sub-region of the Central East LHIN.