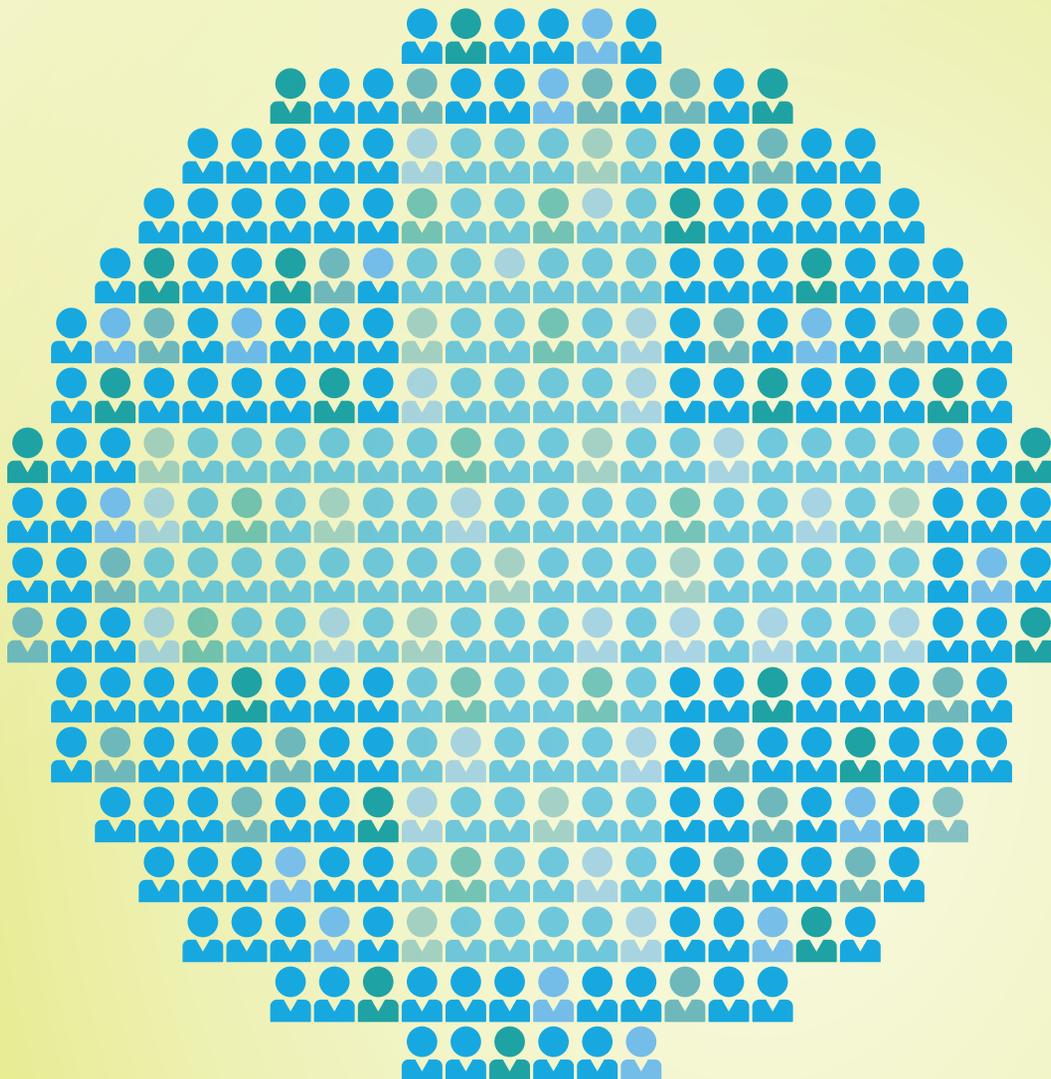




Réseau franco-santé  
du Sud de l'Ontario

*Better Communication  
for Better Health*



ACTIVITY REPORT 2014-2015



## MESSAGE FROM THE PRESIDENT

Since its founding in 2004, the French Health Network of Central Southwestern Ontario has passed through successive stages leading to many developments, restructuring and greater resource coordination. However, 2014-15 was marked above all by the coming to fruition of many of the projects we have been working on over the last few years. This year we saw the extent to which our sustained efforts are having a positive impact on all dimensions of the

health system. When we consider the active collaboration between the Networks and Entities, increased awareness among key stakeholders of the health needs of Francophone communities, and implementation of unifying projects, like the creation of a national strategy for the recruitment and retention of bilingual human resources, the French Health Network of Central Southwestern Ontario has reason to be proud of its strategies in creating a domino effect.

2014-15 was also fruitful of collaboration with many new key partners, including the *University of Toronto*, the *City of Toronto – Long-Term Care Homes & Services Division*, *Addiction Services of Thames Valley (ADSTV)*, *Accreditation Canada* and the *Association of Faculties of Medicine of Canada (AFMC)*. On behalf of the French Health Network's team and Board of Directors, I would like to thank all of the partner organizations and all those who collaborated on the many projects and activities carried out this year. Without you we would never have achieved all the anticipated outcomes.

Sean Keays – President



## MESSAGE FROM THE DIRECTOR

The French Health Network of Central Southwestern Ontario strongly believes that over the long term teamwork optimizes decision making, improves processes and strengthens the coordination of our efforts to build a more effective health system for Ontario's Francophone communities, and that together we have the power to change things!

Julie Lantaigne – Executive Director

## BY THE NUMBERS





**391** **Activities** and **resources** for building local capacity



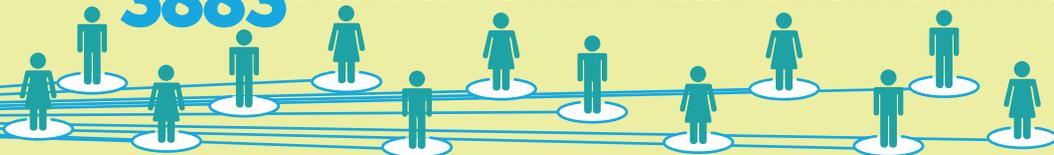
**18** **Training sessions** for French-speaking mental health professionals



**68** **Francophone leaders** equipped to respond to needs in their **community**

**1800** **Active offer** of **promotional items** distributed to agencies and professionals

**3883** **New visitors** to the **Health Sources** web site



**24** **Partners** and **collaborators** involved in the **health professionals** recruitment and retention strategy

## NETWORKING IS AT THE HEART OF OUR ACTIVITIES

### NATIONAL NETWORKING

To align our efforts and maximize impact

As the lead National Network for the Human Resources Strategy for the Recruitment and Retention of French-speaking Professionals, the French Health Network worked with the Société Santé en français to create and present a strategic approach to various national partners. This made it possible to jointly develop human resource projects in order to maximize the impact of this strategy across Canada.

#### Collaborating partners:

- Collaboration with the [Association of Faculties of Medicine of Canada \(AFMC\)](#) as part of their Human Resources Strategy (Franco Doc) to identify Francophone students and recruit them for placements;
- Assistance in the development of placement opportunities in Southern Ontario for institutions belonging to the [Consortium national de formation en santé](#);
- Presentation of the Human Resources Strategy to researchers belonging to the [Canadian Health Human Resources Network](#);
- Participation in the [Accreditation Canada Symposium](#).

### PROVINCIAL NETWORKING

To optimize our impact on Ontario's Francophone communities

#### Alliance des Réseaux de l'Ontario

Ontario's three French Language Health Networks are combining their knowledge and resources to work collaboratively on three priority files:

- Health promotion
- Mental health
- Access to French-speaking health professionals

#### Collaboration at the provincial level among the six Planning Entities and three Health Networks

This year the activities of these key partners in French language health focused on optimizing, increasing awareness and expanding the scope of provincial activities to make progress in the offer of French language health services in Ontario:

- Development of a Joint Position Statement on the **Active Offer of French Language Health Services in Ontario** so that the same definition is used everywhere in Ontario;
- Identification of French language health issues in the **White Paper on French Language Health Care issued by the Assemblée de la francophonie de l'Ontario**;
- Common understanding of Ontario's Health Links;
- Organization of the Third Ontario Francophone Health Forum;
- Ongoing collaboration and networking between the Entities and the Networks.

### LOCAL INITIATIVES

To stay connected with the needs of Southern Ontario communities

#### Planning Entité 1 (Erie St Clair, South West)

- Contribution to the case study on primary care delivery models for minority Francophones.

#### Planning Entité 2 (Hamilton, Niagara, Halidimand, Brant/Waterloo, Wellington)

- Participation in and contribution to a study on the networking needs of French-speaking health professionals;
- Collaboration with Entité 2 and the AFKW (Association des Francophones de Kitchener-Waterloo) on a lunch and learn session with Cambridge seniors (identified needs) and a dinner meeting with local families.

#### Reffet Salvéo (Central West/ Mississauga Halton/Toronto Central)

- Ongoing participation in the Coalition pour les aînés francophones de Peel-Halton (Francophone Seniors Coalition of Peel-Halton);
- Participation in a variety of training sessions and networking meetings in the Greater Toronto Area.

#### Planning Entité 4 (Central/Central East/North Simcoe Muskoka)

- Exchange of resources and knowledge with Entité 4;
- Collaboration on and promotion of the long-term care services and model of care in use at the Pavillon Omer Deslauriers at Bendale Acres.



Canadian networks working sessions and unveiling of the outcomes of the “Improving Access to Health Services in French for Prince Edward Island and Manitoba Seniors” project. The project’s goal was to improve the health of Francophone seniors using existing health system resources.  
June 16-17, 2014, Summerside, Prince Edward Island



During the Third Ontario Francophone Health Forum, the Networks and Entities welcomed 60 representatives of Francophone organizations from across the province to discuss priorities for action in health as well as available strategies to ensure continued progress in French language health services in Ontario.  
March 11, 2015, Toronto



Dialogue session of the Boards and executive team of the Réseau and Entité 1,  
October 31, 2015, London, Ontario

Participants at the workshop Aging in good mental health organized by the Regroupement des intervenantes et intervenants francophones en santé et en services sociaux de l’Ontario (Rifssso) in Toronto last April 2015 as part of the volunteer training for the support network Entr’ainés.



## HEALTHCARE SERVICES MORE ACCESSIBLE

In order to have a significant impact, the French Health Network has implemented a variety of initiatives in collaboration with its partners to facilitate access to services in French across all dimensions of the health system. — see figure 1.

### SYSTEMIC

#### Joint Position Statement on the Active Offer of French Language Health Services in Ontario

From now on, the same terminology and definitions of active offer will be used across the province.

### ORGANIZATIONAL

#### Better Communication for Better Health

The French Health Network is working with a bilingual marketing team to make Anglophone health service providers more aware of the importance of active offer of French language services.

### PROFESSIONAL

#### Promotion and distribution of active offer promotional items

The French Health Network is working with the Erie St. Clair Local Health Integration Network (LHIN) to facilitate access to bilingual health professionals by distributing active offer promotional items (Je parle français) across the province.

### COMMUNITY

#### How to develop active demand for French language services/ Increasing awareness among volunteers and community leaders

Because asking for and using French language services is an act of engagement toward equitable services accessible to all.



Figure 1: Study on Linguistically and culturally adapted Health services: Canadian-wide portrait. Tremblay, S, Prata, G, 2012

## HEALTH PROFESSIONALS ABLE TO COMMUNICATE IN FRENCH

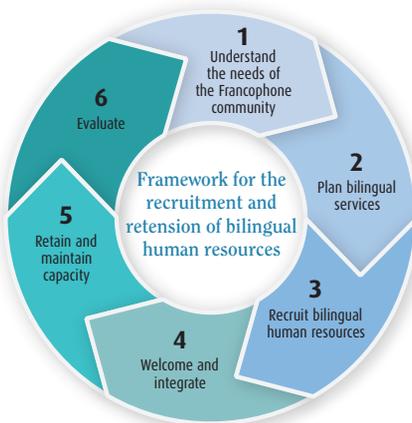
Bilingual human resources represent an **essential link** in ensuring effective communication and the quality and safety of health services for official language minority communities.

– Framework for Recruitment and Retention of Bilingual Health Staff

### NATIONAL

The French Health Network is leading the development of a national Framework for Recruitment and Retention of Bilingual Health Staff:

- This framework revolves around six major steps and involves a continuous improvement process wherein all steps are important in ensuring the quality and safety of bilingual health services.



### PROVINCIAL

Technological advances can provide attractive options for improving health equity and making French language services more accessible. The Ontario networks are looking into this file so that in future patients will have access to French-speaking professionals no matter where in the province they live.

In collaboration with Ontario's other two Networks, the French Health Network of Central Southwestern Ontario is the lead on an exploratory study on using the Ontario Telemedicine Network (OTN) to leverage increased access to French language health services in Ontario.

### REGIONAL

The French Health Network of Central Southwestern Ontario is implementing the **Welcoming Communities** initiative to promote the reception, recruitment and retention of bilingual health professionals in Southern Ontario. Strategies are being deployed to support the colleges and universities of Central and Southwestern Ontario, health service providers and Francophone communities. The French Health Network has recruited and is supporting four regional host agencies selected because of their networking expertise, to welcome trainees to their community in each region.

## THE WELCOMING COMMUNITIES OF SOUTHERN ONTARIO

### Erie St. Clair and South-West

Comité d'accueil  
Windsor/London

### Waterloo Wellington and Hamilton, Niagara Haldimand Brant



Centre de santé communautaire  
Hamilton/Niagara

### Greater Toronto



Regroupements des intervenants francophones en santé et en services sociaux de l'Ontario

### Central, Centre East and North Simcoe Muskoka



L'Association des francophones de la région de York Inc.

*"Francophones want to see French, hear French being used and feel that people want to speak to them in French."*

– David Jeffery, Chigamik Community Health Centre

## COMMUNITIES ENGAGED IN THEIR WELLBEING AND HEALTH

### MENTAL HEALTH

#### Addiction Services of Thames Valley

Help build Francophone capacity.

Outcomes:

- Over 300 resources distributed to parents and schools to better equip them to speak to, identify and support young people dealing with mental health and/or addiction issues;
- 16 training sessions adapted to meet the needs of French-speaking professionals.

### HEALTH AND WELLNESS OF FRANCOPHONE SENIORS:

#### Projet Entr'ainés led by Rifsso

Collaboration on the training delivered by the support network.

Outcomes:

- Funded training, *Vieillir en bonne santé*, offered by the Canadian Mental Health Association;
- Funded training, *safeTALK*, on suicide prevention;
- Funded the purchase of books and guides on aging and the elderly in order to equip project managers and volunteers.

### MENTAL HEALTH AND WELLNESS OF FRANCOPHONE YOUTH

#### Canadian Mental Health Association Waterloo Wellington Dufferin (ACSM WWD)

Consolidation of mental health resources and capacity to better serve Francophone youth.

Outcomes:

- Funded the purchase of 19 new books and tools in French to facilitate consultation of young people between the ages of 7 and 18 and their families;
- Increased community capacity as four additional people have received *safeTALK* training to enable them to better help and/or identify people in distress.

*"To make the active and effective offer of French language health services a reality in the province, we first need a common understanding," said Fabien Hébert, President of the Alliance des Réseaux. "We thus recognize that the offer of health services in French is possible and effective only when each of the partners exercises appropriate leadership with regard to health services in French."*

– Media release, March 2015

## KNOWLEDGE TRANSFER FOR HIGHEST QUALITY OF SERVICES

**SENIORS' WELLNESS SYMPOSIUM** – Increase health care providers' awareness of the role of language and culture in person-centred care and promote the Pavillon Omer Deslauriers at Bendale Acres.

The French Health Network of Central Southwestern Ontario has played an active part as an organizing partner in the planning of the Symposium du mieux-être des aînés – Seniors' Wellness Symposium, which will be hosted by the City of Toronto's Long-Term Care Homes & Services Division on June 16 and 17, 2015 at Bendale Acres Long-Term Care Home.

This is the first event of its kind in the Greater Toronto Area. The program includes a conference for health care providers on person-centred care and the role that culture and language can play in improving health care and services. A fair and information sessions open to the general public will promote the agencies providing services and support in the Greater Toronto Area.

## PARTICIPATION IN AND CONTRIBUTION TO VARIOUS COMMITTEES, WORKING GROUPS AND STRATEGIC REGIONAL, PROVINCIAL AND NATIONAL EVENTS

- Ontario Ministry of Finance Pre-Budget Consultations;
- Ministry of Health and Long-Term Care Health Services Advisory Council;
- Resource Group of the Association of Faculties of Medicine of Canada;
- Committee of the Coalition pour les aînés francophones (CAF) de Peel-Halton;
- As well as a number of one-time networking events and regional working tables throughout the year.

## A SOURCE OF INFORMATION FOR THE HEALTH OF FRANCOPHONE COMMUNITIES

The French Health Network of Central Southwestern Ontario is growing its web presence and helping distribute relevant information on Francophone communities and health in Ontario.

Follow us!



francosantesud.ca



@RFSSO



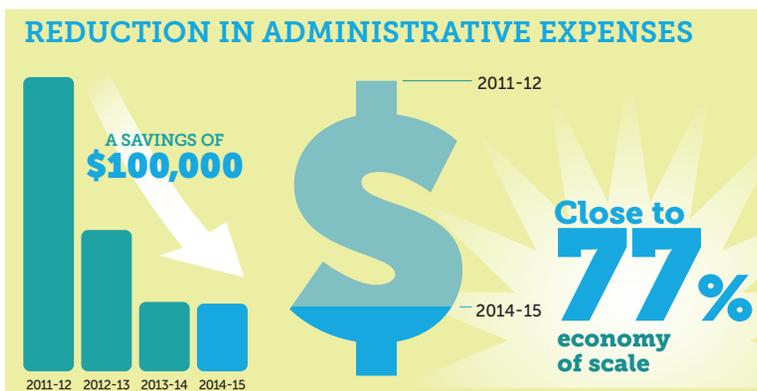
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News Bulletin

## BUILDING AN OPTIMAL, EFFECTIVE AND HEALTHY WORK ENVIRONMENT!

The French Health Network is made up of a dynamic team whose operation sites are entirely virtual. In this way we are able to cover our large catchment area better and achieve savings of **almost 77%**. Since we began the transition in 2012, these savings represent close to **\$100,000** in additional investments in capacity-building projects to increase the offer of French language health services.



## GOVERNANCE AND ADVISORY BOARD 2014-2015

Sean Keays,  
*President*

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*Vice-president*

Jean-François Rose,  
*Treasurer*

JoAnne Chalifour,  
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Antoine Derose,  
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Julie Lantaigne,  
*Executive Director*

Geneviève Laferrière,  
*Program support Agent*

Nancy Larivière,  
*Communication and program support Agent*

Lise Boissonneault,  
*Administrative support and Communication*

Diane Brezden,  
*Accounting Clerk*

*This initiative is made possible through funding from Health Canada under the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities.*

