



## 1 Inform



## 2 Link



## 3 Optimize

FRENCH HEALTH NETWORK  
OF CENTRAL SOUTHWESTERN ONTARIO

Better Communication  
for Better Health

www.francosantesud.ca



Please refer to [www.francosantesud.ca](http://www.francosantesud.ca) for additional information on the 2015-2016 projects.

### NATIONAL INITIATIVES

- 1. Human Resources Strategy (HR)**  
Provide tools to support the French Health Networks' bilingual human resources strategies.

#### IMPACTS

- ✓ One pager
- ✓ 7 *Tips and Best Practices* sheets
- ✓ 14 developed or identified tools
- ✓ Streamlined roll-out of strategy in 6 provinces and territories

- 2. FrancoDoc**  
Identification and mobilization of medical students to support the Human Resources Strategy (HR) and offer safe, quality health services in French.

#### IMPACTS

- ✓ 578 identified students in Canada
- ✓ 7 French or bilingual placements in Southern Ontario
- ✓ 3 French-speaking medical student groups paired with Francophone communities

### EXPERTISE AND COLLABORATION

#### NATIONAL LEVEL

##### Active Offer Tool Box

Phase 2 of the Consortium national de formation en santé's project.

#### IMPACT

- ✓ Increased visibility of bilingual resources and tools

##### Accreditation Canada

Development of a Language Access Questionnaire.

#### IMPACTS

- ✓ Questionnaire validated locally by Bendale Acre Long-Term Care Home
- ✓ Alignment of the questionnaire with national HR Strategy

#### PROVINCIAL LEVEL

##### Strategy for Patient-Oriented Research in Ontario

#### IMPACT

- ✓ Integration of Francophones' needs in this provincial strategy

**Francophones' Needs and Priorities Recommendations presented to the Ontario Ministry of Finance.**

#### IMPACTS

- ✓ Health recommendations
  - Creation of an executive position for the development of French-language health services policies and programs at the Ministry of Health and Long-Term Care (MOHLTC)
  - Enforcement of third party providers' responsibility in providing services in French by the MOHLTC (*Regulation 284/11*)
  - Integration of the Francophone perspective in the initial stages, and moving forward, of health strategies and policies development

##### Ministry of Health and Long-Term Care's strategic plan

Consultation on *Patients First* Action Plan and as a member of the Ontario French Language Health Services Advisory Council.

#### IMPACTS

- ✓ Recommendations:
  - Integration of French health services throughout the province
  - Closer collaboration between the LHIN and the primary health care suppliers for better planning

##### Provincial Work Plan

Collaboration between l'Alliance des réseaux de santé en français de l'Ontario and the Regroupement des Entités de planification.

#### IMPACTS

- ✓ Alignment and synergetic effort on identified provincial priorities
- ✓ 1 training session on identification and designation

### PARTNERS

#### NATIONAL

- Association of Faculties of Medicine of Canada (AFMC)
- Consortium national de formation (CNFS)
- Médecins francophones du Canada
- Société Santé en français (SSF)
- Sultrem Inc.

#### PROVINCIAL

- Alliance des Réseaux ontariens de santé en français
- Assemblée de la francophonie de l'Ontario (AFO)
- Canadien Mental Health Association (CMHA) Waterloo-Wellington-Dufferin
- CNFS, volet La Cité
- Collège Boréal
- Costa Leclerc Design
- French Language Services Office (FLSO)
- Glendon College — York University
- Hôtel Dieu Hospital in Kingston
- La Cité collégiale
- Laurentian University
- Montfort Hospital
- Ontario Telemedicine Network (OTN)
- PGF Consultants Inc.
- Regroupement des Entités de planification des services de santé en français

#### REGIONAL

- Association des francophones de la région de York (AFRY)
- Bendale Acres — Long-Term Care Home, Pavillon Omer Deslauriers
- Centre communautaire régional de London (CCRL)
- Centre de santé communautaire Hamilton — Niagara
- Centre de services de santé — Peel-Halton (CSSPH)
- Cercle des Aîné(e)s Noir(e)s Francophones de l'Ontario (CANFO)
- Chigamik Community Health Centre
- City of Toronto — Long Term Care Homes and Services Division
- Club du Bel âge de Peel — Le Cercle de l'Amitié
- Consortium national de formation en santé and members (French-language Colleges and Universities)
- Entité 4
- Fédération des aînés et retraités francophones de l'Ontario (FARFO)
- French Language Health Planning Entity Erie St. Clair
- French Language Health Planning Entity South West
- French Language Health Planning Entity Hamilton Niagara Haldimand Brant / Waterloo Wellington
- Local Health Integration Networks (LHIN)
- McMaster University
- North York General Hospital
- OASIS centre pour personnes de Brampton
- Reflet Salvéo
- Regroupement des intervenantes et intervenants francophones en santé et en services sociaux de l'Ontario (Rifssso)
- Retraite active
- University of Toronto
- WellFort Community Health Center
- Western University

### PROVINCIAL INITIATIVES

- 3. Active Offer of French Language Services**  
Tool box designed to assist health service providers to actively offer services in French.

#### IMPACTS

- ✓ 21 identified tools
- ✓ 1 Provincial inventory document

- 4. Active Offer through Telemedicine**  
Increase access to French language services and training in Ontario through the use of OTN.

#### IMPACTS

- ✓ Language filter will be added in 2016
- ✓ 1 developed business case
- ✓ Development of a communication strategy

- 5. "Je parle français" Items**  
Ensure greater visibility of bilingual and francophone staff to facilitate service access for French-speaking clients.

#### IMPACTS

- ✓ 4535 distributed items
- ✓ Increased visibility of French and bilingual human resources at a provincial level

- 6. Public Health Promotion**  
Encourage the promotion of health and wellness for Francophones in Ontario.

#### IMPACT

- ✓ 1 service agreement with Public Health Units to support Ontario's community of practice for French-speaking professionals

- 7. Summit on the Future of Francophone Human Resources in Healthcare in Ontario**  
In collaboration with Montfort Hospital, develop a strategy to optimize the training and support of current and future French-speaking healthcare professionals in Ontario.

#### IMPACTS

- ✓ 60 participants
- ✓ 1 Planning, Training and Health Human Resources engagement report
- ✓ 10 priorities
- ✓ 36 priority actions



### REGIONAL INITIATIVES

- 8. Primary Health Service Delivery Models for the Francophone Minority**  
Analysis of best practices in minority situations across North America and other countries.

#### IMPACTS

- ✓ 352 best practices identified
- ✓ 13 case studies
- ✓ 6 additional projects and practices identified

- 9. Mental Health Capacity Building**  
Implementation of a strategy in line with the national directions in mental health in French.

#### IMPACTS

- ✓ Mental Health First Aid (MHFA) Needs Assessment
- ✓ 1 MHFA instructor trained
- ✓ 13 partner organizations identified

- 10. Welcoming Community**  
Promote better integration of bilingual healthcare professionals in Southern Ontario.

#### IMPACTS

- ✓ 4 Welcoming community created
- ✓ 192 Francophones and Francophiles students introduced to local Francophone communities
- ✓ 7 meetings and information sessions in Colleges and Universities
- ✓ 16 identified placement organizations
- ✓ 20 student placements

- 11. Human Resources Strategy (HR)**  
Increase awareness among healthcare organizations to various recruitment and retention strategies for bilingual and Francophone staff.

#### IMPACTS

- ✓ Awareness presentations to:
  - 6 French Language Health Planning Entities
  - 14 LHIN French Language Services Coordinators
  - 46 Health services providers and organizations

- 12. Seniors Wellness Symposium**  
Increase awareness of the importance of patient-centred care for services providers and promote Bendale Acre's Pavillon Omer-Deslauriers as a model for French language long term care.

#### IMPACTS

- ✓ 389 participants
- ✓ 96.7% of participants were very satisfied with the symposium

- 13. French Health Care System Navigation Initiative**  
Chigamik CHC pilot project in North Simcoe Muskoka region.

#### IMPACTS

- ✓ 28 clients served
- ✓ Primary care and mental health needs identified
- ✓ French psychiatry services now available through OTN
- ✓ Discussions with identified health service providers and Francophone organizations
- ✓ Collaboration with healthcare system stakeholders

- 14. Francophone Seniors' Coalition of Peel-Halton**  
Support community efforts to obtain an Elderly Persons Centre for Francophones.

#### IMPACTS

- ✓ International Seniors Day Celebration
- ✓ 2 project proposals
- ✓ Partnership and model exploration to meet the needs of the community

- 15. Awareness Campaigns**  
Infographic presentation of Francophones living in central southwestern Ontario and practical advice for the recruitment and retention of bilingual human resources in the health sector.

#### IMPACTS

- ✓ 17 weeks of campaigns on Facebook and Twitter
- ✓ Campaigns broadcast to over 700 subscribers

