

# ENGAGE COLLABORATE ACHIEVE

ANNUAL REPORT  
2015-2016



Entité 4<sup>MD</sup>

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## LEGEND

Local Health Integration network (LHIN)  
Community Health Centre (CHC)

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Entité 4 is financed by the Ministry of Health and Long-term Care.



Seniors' Wellness Symposium  
Photo : City of Toronto

## MESSAGE FROM THE CHAIRMAN OF THE BOARD & THE EXECUTIVE DIRECTOR

2015 will be remembered as a year of celebration for Ontario Francophones. Two main events should be highlighted: festivities surrounding 400 years of French presence in Ontario throughout the province, and the renewal of Ontario's French Language Health Planning Entities mandate. Renewal of our mandate ensures longevity of results achieved over the last five years, continued support to health service providers in the development of French language services, as well as involvement of Francophones in the planning process for these services.

This past year was also marked by publication of the Ministry of Health and Long Term Care's discussion paper entitled: *Patients First – A Proposal to Strengthen Patient-Centred Health Care in Ontario*. 2016 will become a year of profound transformation for the health system. Entité 4 will closely follow how this transformation evolves, and will remain actively involved in the process to ensure that this wind of change takes into account the needs of Francophones. Already, a number of community consultations have been held throughout the territories of our three partner LHINs.

This year, we contributed to many important achievements, particularly in the Mental Health and Primary Care sectors. This annual report is an excellent opportunity for sharing successes which put Francophone patients at the heart of health services. These new services would not have been possible without dialogue with Francophone communities, close collaboration with our LHINs, and the commitment of health service providers. Every day, the quality of our actions and recommendations make French language services more accessible to Francophones within the territory we serve. This work, greatly appreciated by our partners, is in direct alignment with one of the core values put forth in the Ministry's transformation: equitable access to health services.

We wish to thank our partners, as well as all Entité 4 staff, for their enthusiastic and continued contribution to the realization of our mission. Our very special thanks go out to the members of our Francophone communities who support us and feed our reflections.



*Yves Lévesque*

Yves Lévesque  
Chairman of the Board



*Estelle Duchon*

Estelle Duchon  
Executive Director

# WHO WE ARE

## OUR MISSION

In order to improve access to French-language health services, Entité 4 contributes to community engagement and provides innovative advice to the LHINs on planning, organizing and integrating diverse, high quality health care services.

## OUR VISION

Entité 4 is known for the quality of its recommendations which succeed in meeting the needs of the Francophone community and contribute to the development of a health care system that provides high quality, cost-effective services.

## OUR VALUES

### INTEGRITY

Maintaining consistency of thought, action and discourse and displaying integrity in the management of public funds.

### INNOVATION

Being creative and thinking outside the box to put forward efficient models for organizing health care services.

### COLLABORATION

Maintaining an attitude of collaboration with Entité 4's partners and associates; cooperating with the existing local health care system will help improve community health and access to services in French.

### RIGOUR

Maintaining high standards of quality and relying on accurate data so that the Entity's credibility remains indisputable.

## OUR TERRITORY

### A. CENTRAL LHIN

- North York (City of Toronto)
- York
- Simcoe (South)

### B. CENTRAL EAST LHIN

- Scarborough (City of Toronto)
- Durham
- Northumberland
- Kawartha Lakes
- Peterborough
- Haliburton

### C. NORTH SIMCOE MUSKOKA LHIN

- Simcoe (North)
- Muskoka



# COLLABORATE



"Entité 4 plays a valuable role in defining health care needs of Francophones. By working together, and engaging with Francophone residents and Central LHIN health service providers, Entité 4 helps us advance planning, access and integration of French language services in the local health care system."

—  
Kim Baker  
Chief Executive Officer, Central LHIN

Entité 4 works in close collaboration with the Central, Central East and North Simcoe Muskoka LHINs, who are responsible for planning, coordinating and funding the local health system. We convey the health needs expressed by Francophone communities in our territory by making recommendations to our three partner LHINs to improve quality of services for Francophones.

A quality recommendation must be based on excellent understanding of the community's needs, orientations of the health system, and best practices regarding offering services to Francophones who live in a minority situation.

## 7 RECOMMENDATIONS TO CENTRAL LHIN

Entité 4 is actively involved with the *Regroupement des entités de planification des services de santé en français de l'Ontario* which addresses province-wide issues. *L'Alliance des Réseaux ontariens de Santé en français* is also a partner in these initiatives. Entité 4 helped elaborate the *Regroupement's* response to

## 9 RECOMMENDATIONS TO CENTRAL EAST LHIN

## 8 RECOMMENDATIONS TO NORTH SIMCOE MUSKOKA LHIN

the Ministry's discussion paper *Patients First*; and sits on the *Comité de programmation du Sommet sur l'avenir des ressources humaines de la santé en français en Ontario* under the leadership of Montfort Hospital.

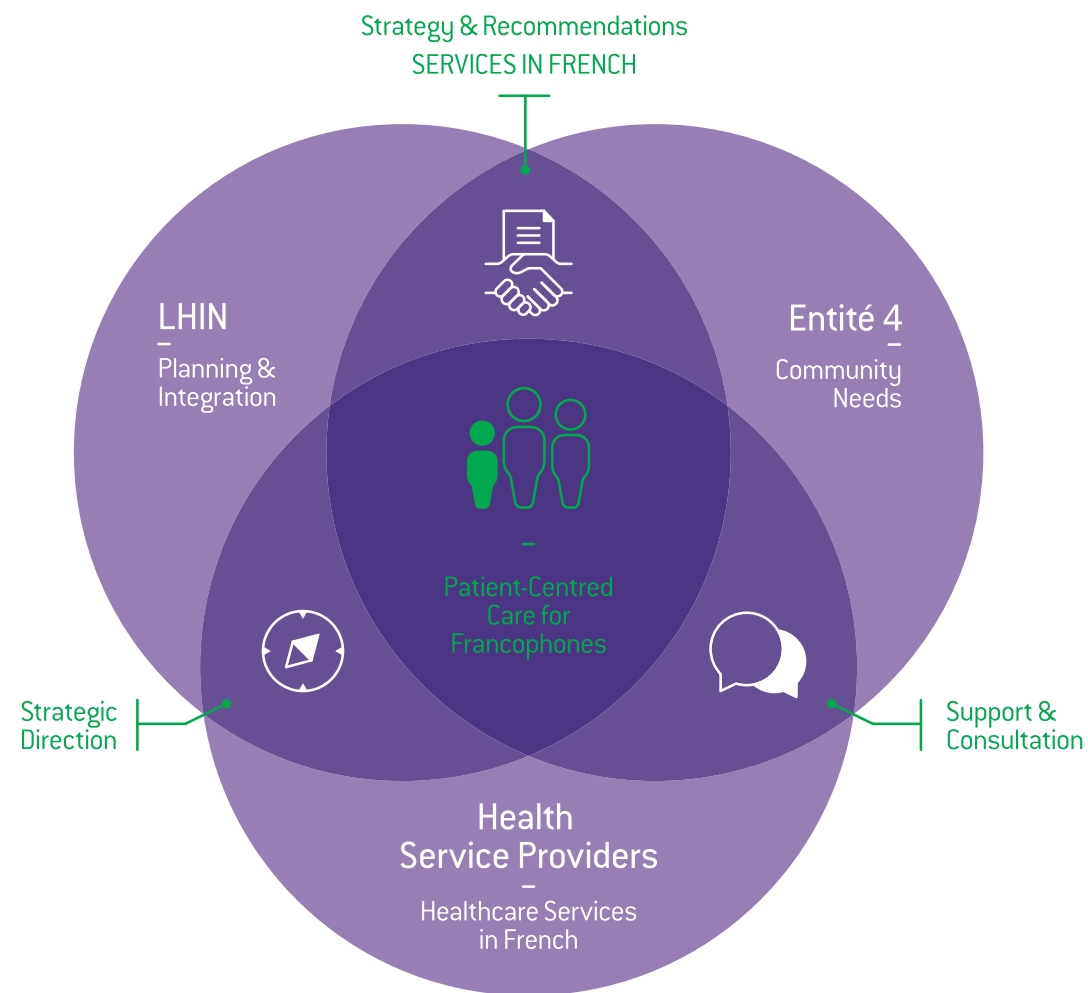
## OUR APPROACH

Entité 4 actively raises awareness among health service providers about **the importance of language as a factor of quality and safety of care**. It also promotes the identification and designation processes as indispensable tools for ensuring the sustainability of French language health services.

This concerted approach fosters a clear and targeted coordination of actions taken by main stakeholders: our three partner LHINs, health service providers, Entité 4 and Francophone communities.

"Entité 4's continued partnership with the North Simcoe Muskoka LHIN has demonstrated a joint commitment to improving access to French language health services for our Francophone residents."

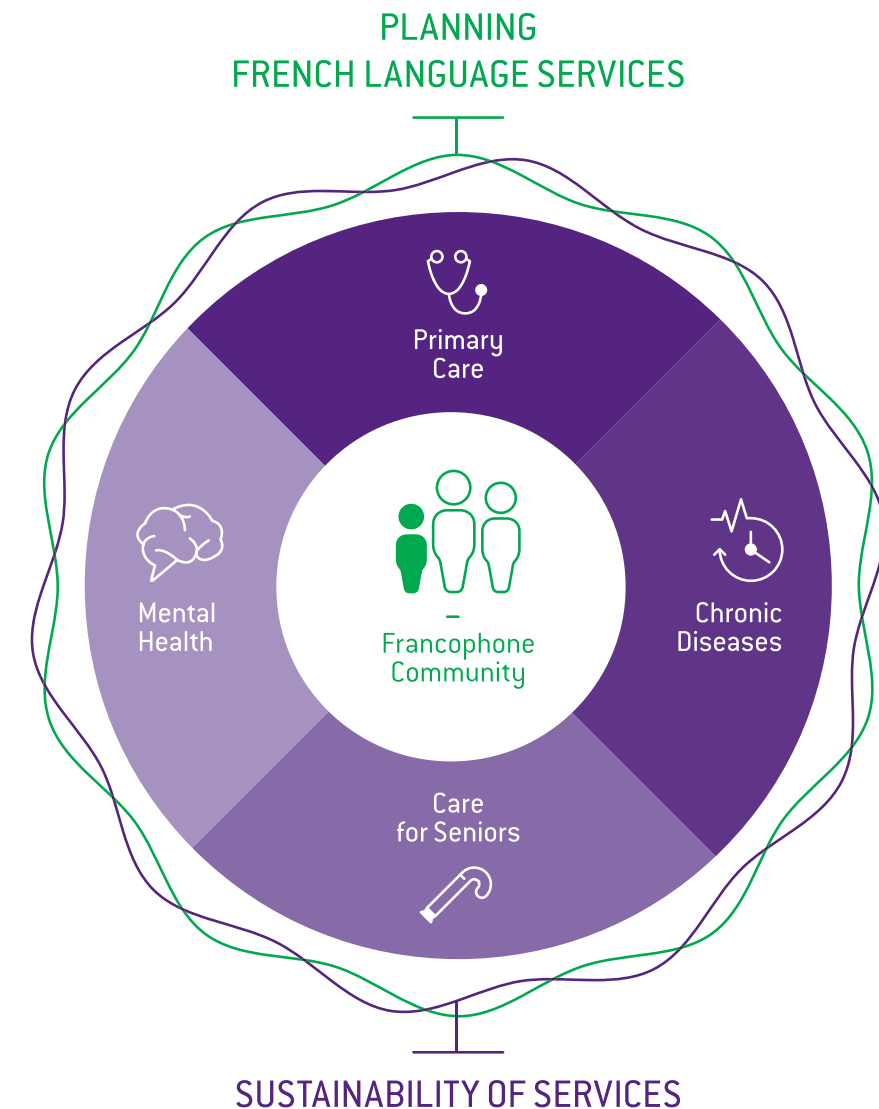
—  
Jill Tettmann  
Chief Executive Officer, North Simcoe Muskoka LHIN



## PRIORITY SECTORS

Over the last five years, Entité 4 has concentrated its efforts on **four priority sectors**: primary care, mental health and addictions, chronic diseases and care for seniors. These sectors are underpinned by **two systemic axes**: integration of the Francophone perspective in planning for health services, and sustainability over time of French language services.

Selection of these priority sectors was based on a needs analysis of Francophones who live within Entité 4's catchment area, and the level of impact on their health: in other words, **where language is crucial to care**, where the **most vulnerable users** are found, and where **coordination and navigation of care improves access** to French language services.



# ENGAGE



Raising of the Franco-Ontarian flag in Markham  
Photo: City of Markham

"I thank (health professionals) for their patience and understanding, because I could have gone through a worse experience if the people who greeted me ignored my difficulties in understanding and expressing myself in English. However, this does not diminish the urgency of having bilingual or French resources available in the community."

—  
A member of the community

Dialogue with Francophones and community partners is very important to Entité 4. Our community engagement activities are designed to inform members of the community on health services available in French and encourage them to get involved in the planning process for these services.

## A DIVERSIFIED AND GROWING FRANCOPHONE POPULATION

There are 611,500 Francophones in Ontario<sup>1</sup>.

**12,247**  
Francophones

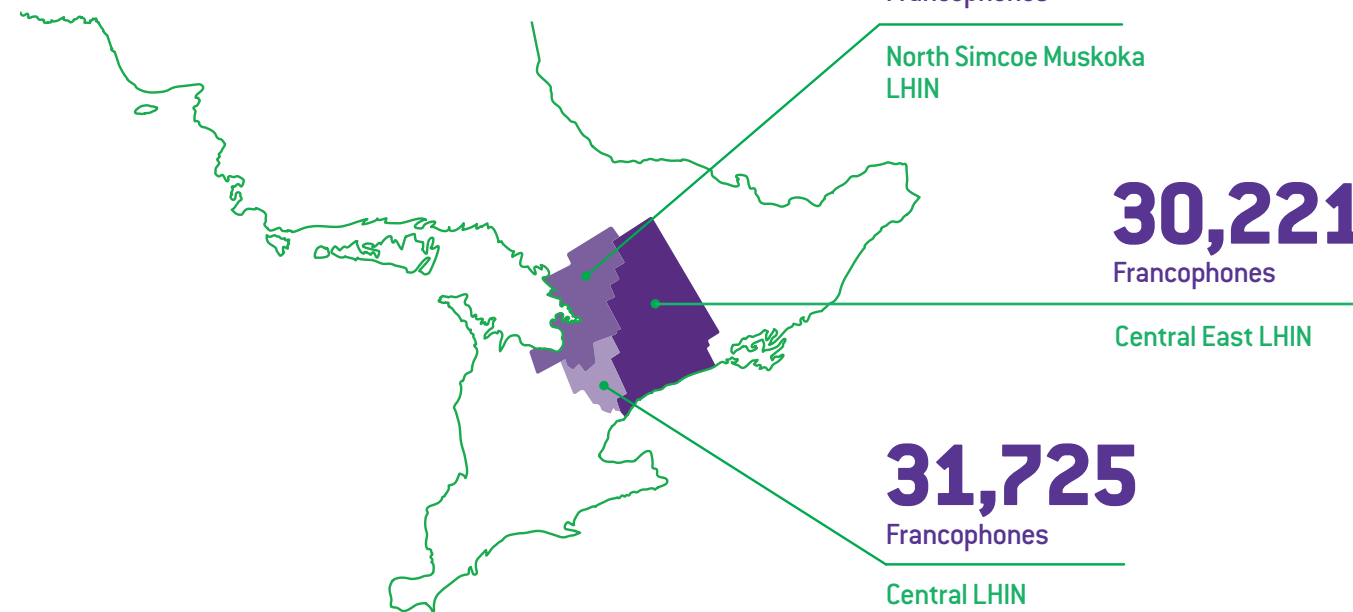
North Simcoe Muskoka  
LHIN

**30,221**  
Francophones

Central East LHIN

**31,725**  
Francophones

Central LHIN



Francophone communities within our catchment area are very diverse. For example, the Greater Toronto Area is home to an ever increasing number of newly arrived Francophones from various ethnic and cultural backgrounds. On the other hand, North Simcoe Muskoka boasts one of the oldest French speaking communities in Ontario. This community celebrated 400 years of French presence in Ontario in 2015<sup>2</sup>.

The richness of this diversity translates into complex and varied health needs within these communities.

<sup>1</sup> Data from 2011 Census according to the Inclusive Definition of Francophone (2014). Office of Francophone Affairs.

<sup>2</sup> 400 Years of French Presence in Ontario (2014) Office of Francophone Affairs.

## COMMUNITY ENGAGEMENT

**11 consultations** were organized by, or in partnership with, Entité 4 to obtain feedback from the community on services which would adequately respond to their needs, or fill gaps.

Entité 4 sits on committees and participates in working groups or tables to convey the needs of Francophone communities, particularly in the planning, with key stakeholders, of health services addressing these needs.



Consultation on primary care in Barrie

**1 sectoral table** at Bendale Acres Long-Term Care Home for the well-being of Francophone Seniors (Scarborough).

**5 working tables** throughout Entité 4's catchment area:

- Coalition for Healthy Francophone Communities in Scarborough (Scarborough)
- North York Working Group for health promotion and navigation (North York West)
- York Francophone Advisory Committee on Health (York Region)
- Francophone Community Table on Health – Durham Region (Durham Region)
- Francophone Community Partners with Schools (COMPASS) (North Simcoe Muskoka Region)

**1 community of practice** in North Simcoe Muskoka where health service providers collaborate to develop their capacity to offer services to Francophones.



Presentation on bilingual human resources at the Central East LHIN

During the **2015 Annual General Meeting** and in front of a crowd of approximately 60 attendees, Entité 4 thanked its partners for their support in planning French language health services.



Yves Lévesque, Entité 4 Chairman - Deborah Hammons, Central East LHIN CEO - Jill Tettmann, North Simcoe Muskoka LHIN CEO - Manon Lemonde, Entité 4 Vice-President - Estelle Duchon, Entité 4 Executive Director - Kim Baker, Central LHIN CEO

Apart from school and community events, Entité 4 participated in the **Festival du Loup** in Lafontaine, attended the **Foire de la francophonie** organized by l'Association des francophones de la région de York, had a booth at the **Official Languages Open House** in Canadian Forces Base Borden and at the **Forum de la francophonie torontoise** at Glendon College in North York.



Entité 4's booth at École secondaire catholique Nouvelle-Alliance in Barrie

Entité 4 joined **Twitter** in July 2015. Since then, 155 tweets were issued and 133 followers joined our Twitter feed.

**207 members.** Being a member of Entité 4 means being Francophone, living or working within Entité 4's catchment area, and supporting our mission to improve access to quality health services in French within the territory of our three partner LHINs.

**1,218 subscribers** to Cap S@nté, Entité 4's electronic newsletter.

# ACHIEVE



"TAIBU CHC has had the privilege of partnering with Entité 4 since 2014 to serve and engage Scarborough's Francophone community. More than 350 Francophones from this area are more aware about the importance of maintaining a healthy lifestyle, both physically and mentally, thanks to the Chronic Disease Prevention Program. As well, again with Entité 4's support, TAIBU CHC will be the first to offer primary care services linguistically and culturally adapted to the needs of Scarborough Francophones."

—  
Liben Gebremikael  
Executive Director, TAIBU CHC

A few of the projects, supported by Entité 4, realized by health service providers and improving access to health services in French.



Recognition Award at Entité 4's 2015 AGM

## MENTAL HEALTH

In this sector, communication is at the heart of treatment. It is therefore crucial that Francophones receive services in their language when confronted with mental health or addiction issues.

"All agencies are prepared to help - in English - and sometimes they sent a social worker to meet with us, but no activity or interview took place in French, so it serves no purpose. They tried to help us, but they can't because there are no services available in French."

—  
A member of the community

Entité 4 supported health service providers who offered the **Mental Health First Aid Program** in French within its territory. This program helps participants recognize signs and symptoms of mental health conditions, enables them to provide initial help and guide an individual towards appropriate professional assistance.

- **3 workshops** offered within North Simcoe Muskoka by CHIGAMIK CHC and La Clé thanks to funding provided by the LHIN.
- **34 graduates** in North Simcoe Muskoka.



Participants and facilitators of Mental Health First Aid Program in French at CHIGAMIK CHC  
Photo: CHIGAMIK CHC



"To me, it is an essential tool to demystify mental health problems. It offers a clear and sensitive approach which can be used with individuals in need or in a crisis situation."

—  
Julien Laramée  
Mental Health and Addictions Advisor, CHIGAMIK CHC

- **1 workshop** offered in Durham Region thanks to funding provided by Central East LHIN to the Canadian Mental Health Association of Durham.
- **12 graduates** in Durham region.



Mental Health First Aid in French in Ajax  
Photo: Mireille Huneault

"It is wonderful to see that a program such as Mental Health First Aid is now available in French... I learned so much and I think this program should be offered again..."

—  
A participant in the Durham workshops

## PRIMARY CARE

Primary care forms the basis of health care; it is the main access portal to the health system. Part of developing quality primary care means taking language into consideration throughout a patient's journey, offer better coordination of care and facilitate navigation of the health system.

"It is not the first time that I see a doctor, so I understand the process, but to know what the doctor was asking me, describe my symptoms, my insurance plan and that type of thing... we played mime for a long time and a medical clinic is not the best place for guessing games. Health is important."

—  
A member of the community

TAIBU CHC received funding from Central East LHIN subsequent to consultations with the Coalition for Healthy Francophone Families of Scarborough, supported by a recommendation from Entité 4. From now on, Francophones in that area will be able to receive **primary care services adapted to their language and culture.**

Funded by Health Canada through Société Santé en français and stemming from INTACC, the **French Health Care System Navigation Pilot Project** at CHIGAMIK CHC is the result of a collaboration between Entité 4, Réseau franco-santé Sud de l'Ontario and CHIGAMIK CHC with the participation of North Simcoe Muskoka LHIN. **28 Francophone clients** used this new program.

With support from many community organizations, BLACK CREEK CHC in North York offers a number of different **workshops in French** through a Francophone consultant and a French-speaking system navigation expert. From January to March 2016, **137 participants** attended these workshops.



Artwork at BLACK CREEK CHC

## CHRONIC DISEASES

Entité 4 continued to support TAIBU CHC with the organization of **Chronic Disease Self-Management workshops** in French. **16 participants** graduated from this program.



Participants in the Chronic Disease Self-Management Workshop at TAIBU CHC  
Photo: TAIBU CHC

Testimony from participants in the Chronic Disease Self-Management Program at TAIBU CHC:

- **The Chronic Disease Management workshops helped me make changes regarding my diabetes and take better charge of my health.**
- **At 67, I have developed renewed enthusiasm for physical and social activities because I have to age in a healthy way.**
- **In Scarborough, we are happy to have a Centre which allows us to flourish physically, socially and mentally in our own language, and is culturally sensitive.**
- **At the Centre, my health needs are taken into consideration; I am a person, and not a number.**

## SENIOR CARE

A **Seniors' Wellness Symposium** was organized in June 2015 by the City of Toronto, in collaboration with the Réseau franco-santé Sud de l'Ontario, la Fédération des Aînés Retraités Francophones de l'Ontario, Reflet Salvéo, Central East LHIN and Entité 4. This two-day event was designed to raise awareness among health service providers about the importance of offering services in French to Francophone seniors, and promote **Pavillon Omer Deslauriers at Bendale Acres** which offers long-term care services in French.



Seniors' Wellness Symposium  
Photo: City of Toronto

Entité 4 continues to support the **Adult Day Program** for Francophone seniors in Oshawa, offered through Centres d'Accueil Héritage. **12 participants** enjoyed this service in 2015.

## PROMOTION OF SERVICES

Entité 4 participated in the development of a directory of health and social services available in French at [nsmhealthline.ca](http://nsmhealthline.ca), launched this year. Resulting from collaboration between the North Simcoe Muskoka Community Care Access Centre and the LHIN, this web platform offers a directory of services available in French in the area. Entité 4 is organizing the promotion of this service to the community.

"With the support of the Entité, the LHIN has been working to improve health care access for Francophones in our Health Links communities with many innovative programs now being available. Together the LHIN and the Entité will ensure that services continue to be culturally and linguistically adapted as they are planned and delivered."

—  
Deborah Hammons  
Chief Executive Officer, Central East LHIN

# OUR ORGANIZATION

Entité 4 staff participated in many forums, conferences and training courses to continue developing strategic ties with partners, as well as improve performance and increase knowledge about planning and developing health services.

8



PROFESSIONAL DEVELOPMENT WORKSHOPS

7



CONFERENCES & FORUMS

1



WORK SESSION WITH ENTITÉ 4 STAFF & BOARD MEMBERS

## OUR TEAM

Estelle Duchon, *Executive Director*

Hermann Amon, *Planning Officer*  
[until August 2015]

Clément Habiyakare, *Planning Officer*  
[until February 2016]

Ameth Lo, *Planning Officer*  
[since November 2015]

Sophie Sakillarides, *Communications and Community Liaison Officer*

Lynda Rooke, *Executive Assistant*

Sonia Lapointe, *Administrative and Communications Assistant*  
[since October 2015]

Marielle Rose, *Administrative Assistant*  
[until June 2015]

## OUR BOARD OF DIRECTORS

### CENTRAL LHIN

Yves Lévesque, *Chairman*

Dominique Janssens, *Treasurer*

Réjean Sirois  
[until September 2015]

### CENTRAL EAST LHIN

Manon Lemonde, *Vice-President*

Jules Nkamtchou

### NORTH SIMCOE MUSKOKA LHIN

Annick Brown, *Board Secretary*

Marie-France Heikens

Nina Lavoie

## FINANCIAL STATEMENTS 2015-2016

In our opinion, the financial statements present fairly, in all material respects, the financial position of Entité de Planification des Services de Santé en Français # 4 Centre Sud-Ouest as at March 31, 2016, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

*BDO Canada LLP*

Chartered Professional Accountants,  
Licensed Public Accountants  
Ottawa, Ontario, May 25, 2016

## STATEMENT OF OPERATIONS

For the year ended March 31

2016      2015

### REVENUES

LHIN contributions	\$ 654,064	\$ 654,064
Deferred contributions related to tangible capital assets	-	(9,867)
Amortization of deferred contributions related to tangible capital assets	14,105	18,132
<b>TOTAL</b>	<b>668,169</b>	<b>662,329</b>

### EXPENSES

Amortization of tangible capital assets	14,105	18,132
Communications and promotion	21,623	32,063
Conferences and training	16,690	6,653
Insurance	3,623	3,489
Office supplies	8,907	8,792
Bank charges	759	696
Office	4,106	7,082
Travel	23,148	19,837
Professional fees	128,348	132,826
Rent	33,542	33,020
Loss on disposal of tangible capital assets	-	568
Salaries and benefits	384,781	374,965
Computer services	19,955	13,197
HST	8,582	11,009
<b>TOTAL</b>	<b>668,169</b>	<b>662,329</b>

### EXCESS OF REVENUES OVER EXPENSES

\$ - \$ -

*Yves Lévesque*

Yves Lévesque  
Chairman of the Board

*Dominique Janssens*

Dominique Janssens  
Treasurer