



Cap s@nté – Volume 2

Training for health care professionals in Central East LHIN underscores the importance of language in health service delivery

Often, as patients age they lose the ability to understand and communicate in their second language. Patients that struggle to make themselves understood can become frustrated and exhibit responsive behaviours.

Entité 4 is pleased to report that part of the training program for health care professionals working with these patients deals with the use of language and the need to work in a language mastered by the patient.

To date, more than 1,100 health service providers working in the Central East LHIN have received this training. These health care practitioners are thus more attuned to the needs of francophone seniors.

Ontario's French Language Health Planning Entities invited to share their Perspective with the Expert Lead of Ontario's Seniors Care Strategy

Ontario's French Language Health Planning Entities (FLHPEs) had the opportunity to share the various challenges facing francophone seniors with Dr. Samir Sinha, the Expert Lead for Ontario's Seniors Care Strategy. The FLHPEs proposed a number of solutions and strategies to help francophone seniors in maintaining their health and improving access to a wide range of services to promote independence.

Pavillon Omer Deslauriers at Bendale Acres – Long-Term Care in French in the GTA

Did you know that all health care personnel working at the Pavillon Omer Deslauriers unit of Bendale Acres are bilingual? Unfortunately, the 37 beds accessible to francophones are being underutilized, possibly due to a lack of awareness. Entité 4, in collaboration with Bendale Acres and la Fondation Lavoie, will be launching a campaign to promote the services available to francophones at the Pavillon Omer Deslauriers. For more information on Bendale Acres, please visit http://www.toronto.ca/ltc/bendaleacres_fr.htm.

Chronic Disease Self-management Workshops in French

In September 2012, seven francophone candidates successfully completed a peer leader-training program to lead the *Living a Healthy Life with Chronic Conditions* workshop. These peer-leaders will offer the workshop at various locations throughout Entité 4's service area throughout 2013 with the support of the Central East Community Care Access Centre, CHIGAMIK Community Health Centre, South Georgian Bay Community Health Centre and Southlake Regional Health Centre. Please stay tuned for further details in the next issue of **Cap s@nté** or visit www.entite4.ca.

Adult Mental Health Continuum

Mental illness and addictions take a heavy toll on people's lives – both for those who are suffering and those who are watching their loved ones suffer. In 2011, the Ontario government launched the provincial strategy, *Open Minds, Healthy Minds*, to tackle mental illness and addictions head-on.

Language barriers pose a particular challenge in the provision of mental health and addiction services since evaluation, treatment and rehabilitation are linked to language and communication between patients and health service providers.

To support the development of health care service in French, Entité 4 is launching a project to develop a vision for a continuum of care in the mental health sector for adults. If you or someone you love is francophone and either works in the field or has sought mental health and/or addictions support, encourage them to contact Entité 4 at 1-855-726-8882 Ext. 801 or by email at info@entite4.ca. Their perspective is critical in developing a mental health continuum that responds to the needs of francophones living in the area serviced by Entité 4.

Youth Mental Health

As part of Ontario's Comprehensive Mental Health Strategy *Open Minds, Healthy Minds*, organizations providing mental health and addictions services to youth in the North Simcoe Muskoka region were named to a collaborative to support improved care through coordinated services. All those involved agreed that assisting youth transition to adulthood to develop a life project was a priority. Efforts to implement the Transition to Independence Process (TIP) Model across all service providers will begin over the coming months. For more information, please contact Entité 4 at 1-855-726-8882 Ext. 804 or by email at info@entite4.ca or visit <http://www.tipstars.org/>.

School visits

L'Entité 4, with the support of the Conseil scolaire de district catholique Centre Sud and the Conseil scolaire Viamonde, is seeking to develop partnerships with schools in our territory with an aim to better understand the health care priorities of the francophone community and to

share information about French-language health care services in your area. If you wish to invite Entité 4 to an event at your school, please send the information to info@entite4.ca.

Entité 4 Board Member Honoured with the Queen Elizabeth II Diamond Jubilee Medal

Entité 4 Board member Monique Patenaude received the Queen's Diamond Jubilee Medal in recognition of her dedicated service to her community on October 2, 2012. Entité 4 is pleased that Mme. Patenaude's many contributions to the Ontario health care system and her volunteer efforts to support pan Canadian francophone organizations were recognized at the ceremony hosted by Senator Marie-P. Charette-Poulin.

Join Entité 4's Board of Directors to Contribute to the Development of French-language services

The Entité 4 team is looking for individuals passionate about improving French-language health care services to join our Board of Directors. Entité 4 is governed by a 9-member volunteer Board with equal representation from each of our three partner LHIN territories (Central, Central East and North Simcoe Muskoka). For more information please visit www.entite4.ca.

Share Your Story

Entité 4 is looking to the francophone community to share their experiences with the local health care system. **Your experiences, both positive and negative, can help to drive change.** To share your story, please visit www.entite4.ca.

Correction

Please note that in the last Cap S@nté, incorrect information was provided regarding how to access new Behavioural Support System resources in North Simcoe Muskoka (NSM). At this time, new mobile behavioural support teams are working in community in support of long-term care homes. To hear about updates on the role of and access to these teams, please watch the following website for information on the project. <http://www.behaviourchange.ca/>

Career Opportunity – Centres d'Accueil Héritage

Centres d'Accueil Héritage operates three divisions offering social housing and a wide range of care and community services in French to Greater Toronto Area residents. Currently, the Centres d'Accueil Héritage is seeking an Executive Director. For more information, please click here: <http://entite4.ca/en/about-us/careers/>. Job posting available in French only.