



Better Health for
all Ontarians

2014-2015 ANNUAL REPORT



Entité 4^{MD}

Engager • Collaborer • Réaliser

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All views expressed are those of Entité 4 and do not necessarily reflect the views of the Local Health Integration Networks or the Government of Ontario.

LEGEND

Ministry of Health and Long-Term Care (MOHLTC)

Local Health Integration Network (LHIN)

Community Care Access Centre (CCAC)

Contact Us

14845 Yonge Street, Suite 310

Aurora ON L4G 6H8

PHONE: 905.726.8882

TOLL FREE: 1.855.726.8882

FAX: 905.841.9698

EMAIL: info@entite4.ca

www.entite4.ca

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Ontario

Local Health Integration
Network

Réseau local d'intégration
des services de santé



Estelle Duchon, Executive Director (L) and Manon Lemonde, Board Chair (R)

Entité 4 achieved significant tangible results in 2014-2015. We are particularly proud to announce that two Francophone health workers from North Simcoe Muskoka LHIN have taken the *Mental Health First Aid* program in French, and that *thehealthline.ca* will be improved to better respond to the needs of the Francophone community within our catchment area.

All during the course of this year, we have continued to reinforce collaboration with our partners. In particular, we would like to mention the work being done by the Coalition for Healthy Communities of Scarborough, and the creation of the Francophone Community Table on Health – Durham Region.

Lastly, because no project can be successful without their support and collaboration, health service providers were invited to participate in workshops designed to raise awareness about the importance of language in a patient-centred health care system.

Entité 4 also went through a transition during 2014-2015, marked by the interim directorship of Gérard Parent and the arrival of a new Executive Director. This annual report is a perfect opportunity to thank Mr. Parent for his contribution to this year's success, and to highlight the efforts, dedication and hard work of staff and Board members which allowed Entité 4 to stay on course.

2015-2016: Moving Forward

The next fiscal year is the last in the original mandate given to the French Language Health Planning Entities by the Ministry of Health and Long-Term Care. An assessment of the LHIN/Entity model is being conducted by the MOHLTC. This evaluation allows us to identify the strengths of this collaborative model, and to open a dialogue with our partners and the Ministry as to possible improvements.

Beyond assessing the success of this five-year mandate, we hope 2015-2016 will be one notable for achieving results, looking to the future, ensuring viability of our successes, and starting new initiatives with our partner LHINs, health service providers, community organizations and, of course, the Francophone community.

This year, we expect to deliver important advances in many sectors: mental health, chronic diseases, and services for seniors. We also expect to increase our collaboration with community health centres, as well as identified or designated agencies.

It's only by working together that we will make a difference.

Executive Director

Estelle Duchon

Board Chair

Manon Lemonde, I.A., PhD

WHO ARE WE?

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.

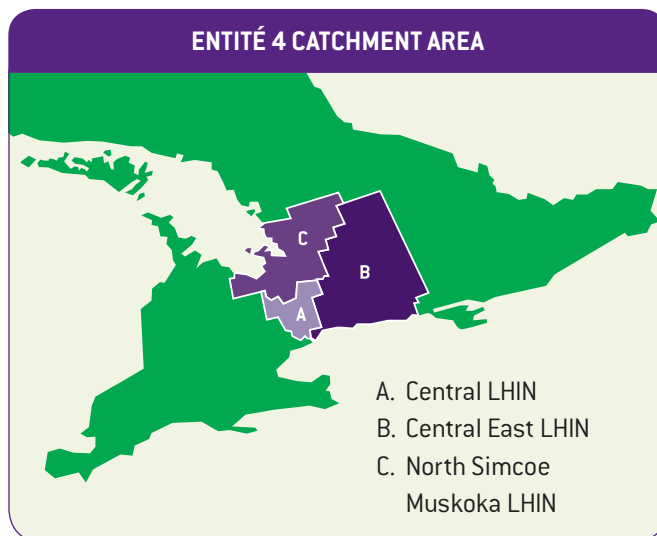
Our values

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 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.



Entité 4's catchment area includes five areas designated under the *French Language Services Act* (1986).

Central LHIN	North York (City of Toronto)
Central East LHIN	Scarborough (City of Toronto)
North Simcoe Muskoka LHIN	Township of Essa Township of Tiny Town of Penetanguishene

The complete list of designated areas and identified or designated organizations can be found on our website at www.entite4.ca.

French
Language
Health
Services

OUR TEAM

Estelle Duchon, *Executive Director*

Gérard Parent, *Interim Executive Director*
from March to November 2014

Hermann Amon, *Planning Officer*

Christine Morrison, *Planning Officer* [to January 2015]

Clément Habiyakare, *Planning Officer* [March 2015]

Sophie Sakillarides, *Communications and*
Community Liaison Officer

Lynda Rooke, *Planning and Research Coordinator*

Marielle Rose, *Administrative Assistant*

Katalin Bagi, *Communications and*
Community Liaison Officer [on leave]

BOARD OF DIRECTORS

Entité 4 operates as a not-for-profit organization governed by an elected board of directors.

To ensure equal representation for the three LHINs serviced by Entité 4, the nine-member volunteer board is comprised of three directors appointed from the catchment area of each LHIN.

Central LHIN Region

Yves Lévesque, *Vice Chair*

Dominique Janssens, *Treasurer*

Réjean Sirois

Central East LHIN Region

Manon Lemonde, *Board Chair*

Jules Nkamtchou

François Nono [to September 2014]

Cindy Zamiska [to February 2015]

North Simcoe Muskoka LHIN Region

Annick Brown, *Secretary*

Geneviève Segu [to January 2015]

planning
organization
collaboration

A DIVERSE AND THRIVING COMMUNITY

Who are the Francophones in Ontario?

According to data from the 2011 census, Francophones in Ontario now number 611,500 according to the Inclusive Definition of Francophone adopted by the province in 2009.¹ By comparison, this represents an increase of 4.9% from 582,695 Francophones living in Ontario in 2006. However, French-speaking Ontarians still represent 4.8% of the overall population of the province, which is unchanged from 2006 mostly because of the overall increase in Ontario's population.

Francophones in Ontario form a mostly urban community. In 2011, slightly over a quarter of the Francophone community lived in Ottawa, and almost 10% in Toronto. The Greater Toronto Area, a small portion of which is in Entité 4's catchment area, has seen the largest increase in Francophones between 2006 and 2011. Also, it is estimated that in 2020, close to half of the Francophone population of Ontario will live in the GTA and South-Western part of the province.²

The catchment area covered by Entité 4 boasts many thriving ethnic communities as well as one of the oldest Francophone populations of Ontario, that of the North Simcoe Muskoka LHIN. This year, we are celebrating 400 years of French presence in the province.³ Indeed, Samuel de Champlain, Governor of New France, arrived on the shores of Penetanguishene on August 1, 1615, a region in Entité 4's catchment area.⁴ Ontario's francophone population is strengthened by this rich diversity which contributes to its great vitality.

Living healthy in a linguistic minority situation

Many studies indicate that language barriers can have the following consequences:

- increased length of medical consultations⁵
- higher probability of using numerous diagnostic tests⁶
- increased risk of errors in diagnosis and treatment⁷
- lesser use of health services for preventative purposes⁸
- reduced adherence to treatment plan⁹

Language barriers also have an impact on the patient's personal experience within the health system. They contribute to decreasing quality of care and patient satisfaction, as well as increasing costs to the system. Many Francophones living in a linguistic minority context have stated the following:

- they received incorrect treatment;
- they signed consent forms without being fully informed;
- they felt ignored by health professionals;
- they felt powerless, disoriented and stressed;
- they had to resort to non-verbal communication to be understood.¹⁰

400 Years of French
Presence in Ontario



¹ Données du recensement de 2011 selon la DIF (2014). Office des affaires francophones. <http://www.ofa.gov.on.ca/fr/franco-stats.html> [Retrieved May 7, 2015]

² Bâtir l'avenir (2013). Comité d'experts en matière d'éducation postsecondaire en langue française dans les régions du Centre et du Sud-Ouest de l'Ontario. <http://www.tcu.gov.on.ca/fre/postsecondary/schoolsprograms/MovingForwardFr.pdf> [Retrieved May 7, 2015]

³ 400 ans de présence française en Ontario (2014) Office des affaires francophones. <http://www.ofa.gov.on.ca/fr/400e-presentation.html> [Retrieved May 7, 2015]

⁴ Rendez-Vous Champlain, 2015, <http://rendezvouschamplain.ca/fr/> [Retrieved May 22, 2015]

⁵ Kravitz, R.L. et al. *Comparing the Use of Physician Time and Health Care Resources Among Patients Speaking English, Spanish, and Russian*. Medical Care, 2000: 38(7).

⁶ Hampers, L.C. et al. *Language Barriers and Resource Utilization in a Pediatric Emergency Department*. American Academy of Pediatrics, 1999: 103(6).

⁷ Flores G. et al. *Errors in Medical Interpretation and their Potential Clinical Consequences in pediatric encounters*. Pediatrics, 2003: 111(1)

⁸ Woloshin, Steven et al. *Is language a Barrier to the Use of Preventive Services?*, J Gen Intern Med, 1997: 12:472-477

⁹ Karter, A.J. et al. *Self-monitoring of Blood Glucose : Language and Financial Barriers in a managed care population with diabetes*. Diabetes Care, 2000: 23(4).

¹⁰ Zanchetta, M. S., Kaszap, M., Mohamed, M., Racine, L., Maheu, C., Masny, D., Cèsar, I., Maltais, C., Sangwa-Lugoma, G., Lussiers, N. and Kinsliik, D. (2012). *Construction of Francophone families' health literacy in a linguistic minority situation*. Alterstice, 2(2), 47–62.



OUR 2012-2015 STRATEGIC ORIENTATIONS

Strategic orientations are the main directions, desired outcomes and strategies guiding Entité 4 until 2015. All decisions and plans will be based on these guiding principles.





PROVIDING QUALITY RECOMMENDATIONS LEADING TO TANGIBLE RESULTS

Strategic Outcome: The LHINs recognize the pertinence of Entité 4's recommendations and facilitate their implementation.

What is a quality recommendation?

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.

In 2014-2015, the general objective of the Joint Action Plan between Entité 4 and its partner LHINs was to improve access for Francophones to the right care, at the right time and at the right place, in French, within four priority sectors: mental health, primary care, chronic diseases, and care for seniors.

In 2014-2015

Entité 4 made recommendations on inclusion of the Francophone perspective in mental health initiatives.

Improve access to health services in French for Francophones with a mental health illness

MINISTRY STRATEGY: OPEN MINDS, HEALTHY MINDS

Phase 1: Ensure needs and priorities of children and youth are taken into consideration

- Entité 4 participates in three different **Mental Health & Addictions Service Collaboratives** for children and adolescents in North Simcoe Muskoka, Durham and Scarborough East-York areas. These collaborative projects identify a particular service gap and offer solutions to improve access to services for youth.

Phase 2: Facilitate transition to adulthood while strengthening mental health services offered to adults

- This year, Entité 4 recommended **including the Francophone perspective** in mental health projects selected for this phase.



Chronic Disease Self-Management Workshop

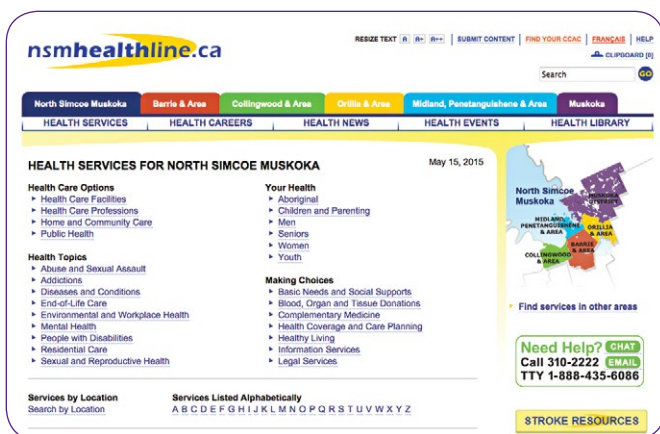
- Entité 4 also recommended to the Central East and North Simcoe Muskoka LHINs that funding be provided to train Francophones in the **Mental Health First Aid** program. This training gives participants the tools necessary to provide immediate assistance to individuals exhibiting the first signs of mental disorders. This training was also mentioned in the conclusions of a report submitted to Entité 4 by Health Nexus on **raising awareness about mental illness within various ethno-cultural groups**. Two French-speaking health care workers in North Simcoe Muskoka received this training and will offer three workshops in French in that area.

Moreover, Entité 4 continues to work with its three partner LHINs and mental health service providers to add a Francophone component to existing initiatives which facilitate navigation through the system for Francophone adults with mental health issues.

In 2015-2016

New projects, as well as developments in mental health for Francophones, are expected within the territories served by Entité 4.

pertinent,
quality
recommendations



Improve access to primary care in French for the Francophone community

Entité 4 continued its collaboration with the CCACs to support and optimize local **Healthline.ca** websites to ensure this important resource meets the needs of Francophones in our catchment area. This tool should help members of the Francophone community as well as service providers to easily and efficiently identify health and social services available in French.

In 2015-2016

Entité 4 will continue its collaboration with the CCACs and local community health centres of its territory to improve access to primary care services in French for Francophones.

Improve quality of life for Francophones living with a chronic disease

Entité 4 continues to support health service providers who organize **Chronic Disease Self-Management Workshops** in French. A graduation ceremony for Francophones who participated in the workshops organized by TAIBU Community Health Centre took place in December 2014.

Improve access to health services in French for seniors

In order to obtain a clearer picture of the number of Francophones living in Long-Term Care Homes (LTCH) within its territory, and to assess capacity regarding French-language services, Entité 4 conducted a study in 2014 as part of its **Identification of Francophones living in LTCH** project.

In 2015-2016

Based on the conclusions from this study, Entité 4 will start work on a Health Care Continuum for Francophone seniors.



The Adult Day Program for Francophone seniors living in Durham Region

The Adult Day Program for Francophone seniors living in Durham Region, operated by Centres d'Accueil Héritage, was launched in March 2014 and promotion of this program took place throughout the year. An open-house event was held in November 2014.

Entité 4 **continues to collaborate** with the Central East LHIN, Centres d'Accueil Héritage and the Seniors Care Network. In January 2015, the Geriatric Assessment and Intervention Network (GAIN) Clinic visited the Adult Day Program in Durham for a work session with all key partners on **enhancing services for Francophone seniors** in Durham.

Bendale Acres is 302-bed long-term care facility, with a 37-bed wing for Francophones: **Pavillon Omer Deslauriers**. In June 2013, the Central East CCAC initiated a process by which Francophones were prioritized for access to this unit. Since that time, Entité 4 continues to work with many partners, namely Bendale Acres, the Central East LHIN and the City of Toronto, to promote the Pavillon Omer Deslauriers to the Francophone community and health service providers. The idea for a **Seniors' Wellness Symposium** was launched, and the event will take place in June 2015.

Ensure Sustainability of French-language health services

A recommendation was issued to the North Simcoe Muskoka LHIN for Entité 4 to provide support and play an active role in the designation process of health service providers. Entité 4 considers the identification and designation processes essential to **maintaining and sustaining French language health services**.

In 2015-2016

Entité 4 will continue to work, in collaboration with its partner LHINs, on the identification and/or designation of health service providers.



LISTENING AND INFORMING TO ENGAGE OUR COMMUNITY

Strategic Outcome: The community contributes, in various manners, to the achievement of Entité 4's mandate.



Entité 4 visited 18 French schools

In 2014-2015

Entité 4 met with almost 540 members of the community and has continued to work in collaboration with its community partners.

Entité 4: visible and involved in 2014-2015

Entité 4 visited **18 French schools** from Conseil scolaire de district catholique Centre-Sud (CSDCCS) and Conseil scolaire Viamonde.

Entité 4 did **8 radio spots on health** broadcasted on Vague FM.

We attended the **Franco-Fête** in Toronto, the **Festival du Loup** in Lafontaine, the **Foire de la francophonie** organized by l'Association des Francophones de la Région de York, le **Café Rencontre** held by Simcoe Francophone Community Partners with Schools (COMPASS), as well as **CFB Borden's Official Languages Open House**.

By participating in various **community and school activities**, Entité 4 is able to raise awareness about its mandate, inform the community about its various initiatives, and take note of the needs and priorities expressed by Francophones.

In 2015-2016

Entité 4 will consult members of the community on specific projects in the primary care and chronic disease sectors.



Our website: new pages, more content, more pictures

220 members: being a member means being Francophone or Francophile, living or working in the territory served by Entité 4, and supporting its mission to improve access to quality health services in French within its catchment area.

1,154 subscribers to Entité 4's electronic newsletter, Cap S@nté.

In 2015-2016

Entité 4 will consult the community regarding its second strategic plan and will work collaboratively with the LHINs to ensure participation of Francophones in the development of their 2016-2019 Integrated Health Service Plan.



Café Rencontre held by Simcoe Francophone COMPASS



COLLABORATING WITH OUR PARTNERS TO ACHIEVE COMMON GOALS

Strategic Outcome: Dynamic relationships with key stakeholders facilitate the development of partnerships.



Workshop at CFB Borden



Discussion at the 3rd Forum

Entité 4 will only be able to fulfill its mandate by establishing a close collaborative relationship with key stakeholders and community organizations at the provincial and local levels.

During this 3rd Forum, teams from the Entités and the Réseaux met to reinforce **collaboration** and to exchange on various local initiatives.

Entité 4 on the provincial scene

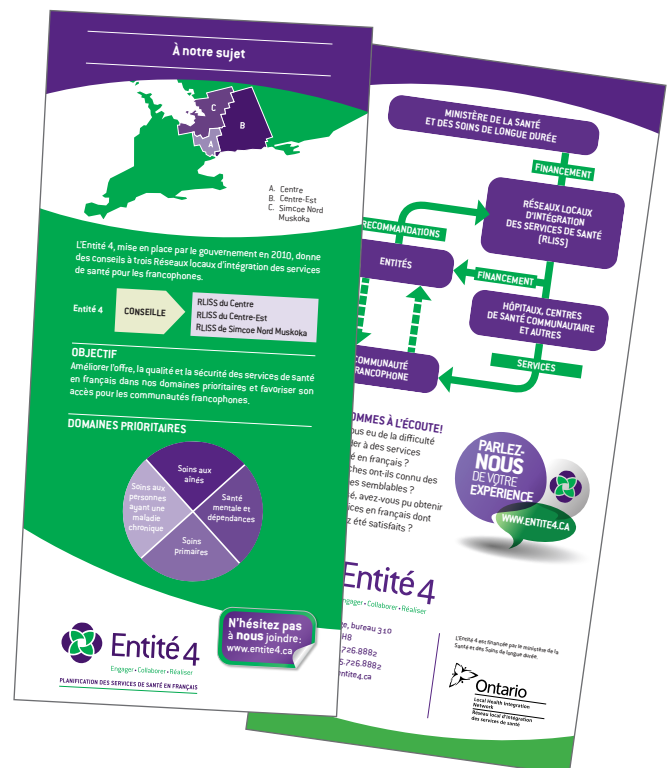
The **Regroupement des entités de planification des services de santé en français de l'Ontario** and **l'Alliance des réseaux ontariens de Santé en français** develop common principles and positions to advance French language services in a cohesive and efficient manner across the province. In March 2015, during the 3rd Forum on Health in French in Ontario, the Entités and the Réseaux issued a Joint Position Statement on **Active Offer of French Language Health Services in Ontario**.

In 2015-2016

We will continue to play an active role within the Regroupement and to foster collaboration between l'Alliance des réseaux and other relevant provincial partners involved in the health of Francophones.

Active offer of health services in French is the regular and permanent offer of services to the Francophone population. Active offer of services:

- respects the principle of equity;
- aims for service quality comparable to that provided in English;
- is linguistically and culturally appropriate to the needs and priorities of Francophones;
- is inherent in the quality of the services provided to people (patients, residents, clients) and an important contributing factor to their safety.



listen engage inform share



Launch of the Francophone Community Table on Health – Durham Region

Entité 4 at the local level

In 2014-2015

We have solidified our relationships with key stakeholders and Francophone organizations in the health sector within our territory.

Entité 4 and its three partner LHINs exchange regularly, namely through **Liaison Committee** meetings, where they share information on progress made and challenges faced, in order to develop a common vision on major directions of the Joint Action Plan.

Entité 4 was invited to present current results and initiatives at **Board meetings of all three LHINs**.

Entité 4 also developed a **workshop** to raise awareness among health service providers about linguistic barriers and their impact on the health of Francophones. The Francophone community was invited to these workshops and actively participated in discussions with the providers.

In 2015-2016

Entité 4 will hold many of these workshops throughout its territory.

Entité 4 sits on many **committees** and **councils** to get a better understanding of the health system and to sensitize key stakeholders to the needs of Francophones and the impact of language barriers.

This year, a new initiative was developed through collaboration between Entité 4, the Central East LHIN, health service providers and many community partners: the **Francophone Community Table on Health – Durham Region** was launched. Through community engagement, its mandate is to advise Entité 4 on priorities and issues in matters of health and to identify the needs of Francophones in Durham Region.



dynamic
partnerships



Launch of the Francophone Community Table on Health – Durham Region

It is with these same objectives in mind that the **Coalition for Healthy Francophone Communities in Scarborough** was created last year and continues to support TAIBU Community Health Centre in its efforts.

In 2015-2016

The Francophone Community Table on Health – Durham Region will start its official activities.



Recognition Award recipients at the 2014 AGM

Entité 4 participated in many **community consultations**, such as ones held by Conseil scolaire Viamonde and l'AFRY, to share with its partners on the needs expressed by the community.

In 2015-2016

We will continue our networking and collaboration activities with our partner LHINs, health service providers and community organizations.



PERFORMING BETTER TO SERVE BETTER

Strategic Outcome: Staff and Board members have the tools and skills necessary to fulfill their roles and responsibilities effectively.

Since the very beginning, organizational and professional development has been a priority for Entité 4.

In 2014-2015

Entité 4 attended forums and conferences to develop strategic relationships, and to increase knowledge, in order to better serve its community.

Entité 4 organized a **work session on governance** for members of its Board of Directors, community members who might be interested in serving on the Board were invited to attend.

Entité 4 team members attended **training sessions** and workshops to improve their performance and increase knowledge.

Bimonthly meetings of Entité 4 team updated each member on projects and events on which they work.

During the course of the summer, Entité 4 obtained its **registered trademark**.

In 2015-2016

Entité 4 will develop its strategic plan.

2014-2015 FINANCIAL STATEMENTS

Opinion

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, 2015, 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.



Chartered Accountants, Licensed Public Accountants
Ottawa, Ontario, May 19, 2015

Statement of Operations

For the year ended March 31

	2015	2014
Revenues		
LHIN contributions	\$ 654,064	\$ 654,064
Deferred contributions related to tangible capital assets	(9,867)	(2,240)
Amortization of deferred contributions related to tangible assets	18,132	24,121
	662,329	675,945
Expenses		
Amortization of tangible capital assets	18,132	24,121
Insurance	3,489	3,560
Office Supplies	8,792	8,073
Training	6,653	9,497
Bank charges	696	925
Office	7,081	6,049
Travel	32,006	34,001
Professional fees	120,658	133,234
Rent	33,020	32,238
Loss on disposal of tangible capital assets	568	—
Advertising and promotion	18,855	12,780
Salaries and benefits	374,965	372,340
Computer	13,197	13,855
Telephone	13,208	15,663
HST	11,009	9,609
	662,329	675,945
Excess of revenues over expenses	\$ —	\$ —

Chair,



Manon Lemonde, I.A., PhD

Treasurer,



Dominique Janssens