

# ANNUAL REPORT 2018–2019

Strengthening Connections for  
French Language Health Services



**Entité 4**<sup>MD</sup>

Engager • Collaborer • Réaliser



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## Legend

Local Health Integration network (LHIN)  
Community Health Centre (CHC)  
French Language Services Act (FLSA)

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



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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.

# MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

## Strengthening Connections for French Language Health Services

Entité 4 has remained focused on establishing collaborative partnerships to facilitate and improve access to French Language Health Care Services for the communities we serve.

Bringing together health service providers, our partner Local Health Integration Networks (LHINs), Francophone organizations and the community is at the core of all the work we do. For the 2018/2019 fiscal year, thanks to the generous support of the Ministry of Francophone Affairs, this commitment culminated in three forums bringing together 286 participants, representing nearly 40 organizations, for one common goal – improving access to French Language Health Services.

Our efforts to build connections and strengthen partnerships is making a difference in the lives of the Francophone communities we serve. Our ongoing commitment to collaboration resulted in the designation of CHIGAMIK Community Health Centre and the identification of Black Creek Community Health Centre, Hospice Huronia and Toronto North Support Services, a community mental health agency. Actions that will help ensure the sustainability of French Language Services for generations to come.

The arrival of a new provincial government in June 2018 has sparked significant changes within Ontario's health care system. The People's Health Care Act (2019) will result in important changes, including the creation of Ontario Health, a single agency to take on the responsibilities of 20 pre-existing agencies, and the formation of Ontario Health Teams across the province. Entité 4 continues to make the voice of Francophones heard to ensure their needs are considered as part of the health system transformation.

In this time of transition, Entité 4's ongoing efforts to strengthen connections and foster collaboration will be more important than ever.

As we prepare to meet the new opportunities and challenges ahead, we remain committed to ensuring Entité 4 plays an important role in the planning process and we will continue to strengthen connections to build French Language Health Services.



A handwritten signature in black ink, appearing to read 'Yves Lévesque'.

Yves Lévesque  
Board Chair



A handwritten signature in black ink, appearing to read 'Estelle Duchon'.

Estelle Duchon  
Executive Director

# Who We Are

Entité 4 builds strategic relationships with community partners and key stakeholders within the health system to plan and develop health services in French.

## OUR MISSION

In order to improve access to health services in French, Entité 4 facilitates community engagement and provides innovative advice to its partners on planning, organizing and integrating diverse, high quality health care services.

## OUR VISION

Entité 4 is known for its contribution to the development of an integrated health system which offers excellent quality of care and responds to the needs of Francophones.

## OUR VALUES

### INNOVATION

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

### INTEGRITY

Maintain consistency of thought, action and speech and display integrity in the management of public funds.

### COLLABORATION

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

### RIGOUR

Maintain high standards of quality and rely on accurate data so that Entité 4's credibility remains indisputable.



## OUR TEAM

**Estelle Duchon,**  
Executive Director

**Ameth Lo,**  
Director of Planning

**Nancy Steben,**  
Planning Officer (until October 2018)

**Simon Houle,**  
Planning Officer (until December 2018)

**Sylvie Boulet,**  
Planning Officer (since December 2018)

**Guy Mian**  
Planning Officer (since January 2019)

**Sophie Sakillarides,**  
Communications and Community Liaison Officer

**Mitsouko Maurasse**  
Event Coordinator (June 2018 to November 2018)

**Lynda Rooke,**  
Executive Assistant, Management,  
Finance and Human Resources

## OUR BOARD

### CENTRAL LHIN

**Yves Lévesque,** Chair  
**Narjiss Lazrak,** Vice-President  
**Dominique Janssens**

### CENTRAL EAST LHIN

**Severin Egatsi**  
**Mélissa Joseph**  
**Jules Nkamtchou**

### NORTH SIMCOE MUSKOKA LHIN

**Lyne Audette,** Board Secretary  
**Jean Bouchard,** Treasurer  
**Mylène Feytout-Eward**

# DIVERSE AND GROWING FRANCOPHONE COMMUNITIES

Currently, 622,415 Francophones<sup>1</sup> call Ontario home.

The rich diversity in the Francophone populations served by Entité 4 translates into complex and varied health needs.

The growing Francophone communities within the Greater Toronto Area include diverse ethnic communities and newcomers to Canada. A little further north, the North Simcoe Muskoka area boasts one of the oldest Francophone communities in Canada, dating back more than 400 years.

## Health Challenges Facing Francophone Populations

- Language is crucial to accessing the proper health care. Communication errors have a direct impact on quality of care and patient safety.

Linguistic barriers can:

- > Increase the length of medical consultations
  - > Increase the risk of errors in diagnosis and inadequate treatment
  - > Result in higher probability of using numerous diagnostic tests
  - > Reduce use of health services for preventive purposes
  - > Reduce adherence to treatment
  - > Reduce patient satisfaction
- Patients and families are struggling to navigate the health care system. This can be even more challenging when seeking health services in French in Ontario.
  - Health Service Providers do not systematically identify their Francophone patients and staff.

<sup>1</sup> Data from the 2016 Census according to the 2009 Inclusive Definition of Francophone

**12,345**  
FRANCOPHONES

**27,065**  
FRANCOPHONES

**31,045**  
FRANCOPHONES

PENETANGUISHENE

BARRIE

AURORA

TORONTO

OSHAWA

PETERBOROUGH

C

B

A

**A** Central LHIN

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

**B** Centre East LHIN

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

**C** North Simcoe Muskoka LHIN

- Simcoe (North)
- Muskoka

# Our Objectives

## ENHANCING ACCESS TO FRENCH LANGUAGE HEALTH SERVICES

**PLANNING** the offer of French Language Health Services. A Francophone perspective is included when planning and integrating health services.

**ENGAGING** Francophone communities. Francophones are involved in defining their needs and in planning health services in French.

**BUILDING** health service providers' capacity. Health service providers have the support necessary to develop their capacity to offer health services in French.

**SUSTAINING** the offer of services by identifying and designating health service providers to offer French Language Services.

“At Entité 4, we have always considered that developing French Language Health Services for Francophone patients and families requires close collaboration between all stakeholders. That’s why we wanted to bring together service providers, Francophones and health planners.”

-

Yves Lévesque, Board Chair – Entité 4



# Our Approach

Entité 4 actively builds awareness among health service providers about the crucial role of language in providing safe and high quality patient care. We also promote the identification and designation processes as indispensable tools in ensuring the sustainability of French language health services.

This approach fosters clear and targeted coordination of actions by all involved parties: our three partner LHINs, health service providers, Entité 4 and the Francophone community. These concerted efforts by key stakeholders have one main goal: placing Francophone patients at the centre of the care they receive.

## CAP SUR VOTRE SANTÉ FORUMS

“Nice initiative to renew so that the Francophone and Francophile population receives its services in French.”

*a member of the Francophone community*

“We recognize the importance of events, such as this, in effecting change and ultimately increasing access to services in French across the North Simcoe Muskoka region.”

*Dr. Kirsten Parker,  
Board Chair - North Simcoe Muskoka LHIN*



“Ensuring health services are appropriately available in French is more than achieving legislative compliance, and it’s more than achieving equity. It’s also about achieving quality and safety.”

*Mrs. Tanya Goldberg,  
Board Member – Central LHIN*

“Just like the conversations we were able to have with francophone residents at today’s event, we will be working with Entité 4 to seek the feedback of local Francophone communities to ensure that Francophones continue to be addressed as a priority population.”

*Mrs. Amorell Saunders N'Daw,  
Vice Chair – Central East LHIN*

# ENGAGE

Entité 4 has established strong connections with the Francophone communities and community organizations within our catchment area. Community engagement initiatives help us understand the needs of the population we serve and develop health services tailored to the realities faced by the Francophone communities throughout our territory.

Meaningful community engagement leads to improved outcomes and sustainable solutions by drawing on local knowledge and diverse perspectives. We are pleased to showcase a couple of examples of how engaging the Francophone community is helping to shape health care services.

## Developing Dementia Services for Francophones Living in North Simcoe Muskoka LHIN

Entité 4 collaborated with the North Simcoe Muskoka LHIN and other community and health care partners to facilitate a public consultation on dementia services. The goal of the Francophone engagement session was to identify opportunities to improve the Francophone patient experience by strengthening connections and enhancing the journey of people living with dementia and their partners.

“As per the Francophone community in this region, we do not have access to education and awareness opportunities related to dementia in French. [...] This makes it difficult for the Francophone population to understand the disease, its progression and coping strategies for patients and care partners.”

Participant

## Co-Designing a Coordinated Access Model for Mental Health Services in Central East LHIN

Entité 4 ensured the Francophone perspective was included as part of the Central East LHIN’s work to understand the current state of mental health services within the LHIN and develop outcomes for future state.

Two Francophone community town halls were held, with 20 participants. Among the key design features of the future state model includes a commitment to fair access by employing intake personnel to provide service in languages commonly seen in the community, including French.

## Cap sur votre santé forums

3 Forums, 1 Objective:  
Improve Access to Health Services in French

**Ajax** June 12, 2018

**Barrie** September 20, 2018

**Vaughan** November 7, 2018

### THEMES

- Human Resources
- Capacity Building
- Mental Health
- Primary Care
- Care for Seniors
- Tools & Resources
- Collaboration
- Community Engagement
- Linguistic Barriers
- Patient identification
- Home & Community Care
- Equity
- Patient Safety
- Networking



**286**

PARTICIPANTS



**39**

INFORMATION TABLES



**21**

MINI-SESSIONS IN FRENCH



**27**

SPEAKERS



# COLLABORATE

## SUPPORTING HEALTH SERVICE PROVIDERS

Entité 4 offers guidance and support to health service providers in developing their French Language Services capacity and actively promotes programs and services offered in French.

## Active Offer

Since 2014, Entité 4 has facilitated workshops and information sessions for health service providers to build their capacity to actively offer French Language Services.

In advance of the City of Markham's French Language Designation, under the FLSA, which took effect on July 1, 2018, Entité 4 worked with the Central LHIN to deliver workshops to an additional 20 participants representing 15 health service providers across the LHIN.

Active Offer workshops enable Entité 4 to establish close connections with local health service providers and foster collaboration to improve French Language Health Services. Entité 4 shares best practices and policies for linguistic identification and guidelines to assist health service providers in beginning the identification process.



Entité 4 resources support Health Service Providers working to improve French Language Services



Entité 4 taking part in raising the Franco-Ontarian flag in Barrie

## Home and Community Care

Ontario LHINs took on the role of coordinating and delivering home and community care services following the incorporation of the Community Care Access Centres. Entité 4 participated in the internal French Language Services Committees in each of our three partner LHINs to ensure compliance with the French Language Services Act when serving Francophone clients and their families.



## Coordination

Entité 4 is an active participant on a number of community coordination tables and provides expertise on how to structure initiatives or develop service models to address the health needs of Francophone communities. These gatherings also represent opportunities to promote existing health services in French and foster collaboration between health service providers and community organizations.

Eight such groups exist throughout Entité 4's catchment area:

- North Simcoe Muskoka French Language Services Community of Practice (North Simcoe Muskoka)
- French Language Services Group – 3 Community Health Centres (North Simcoe Muskoka)
- Coalition for Healthy Francophone Communities in Scarborough (Scarborough)
- North York West French Language Services Advisory Committee (North York West)
- Francophone Community Table on Health (Durham Region)
- Community Partners with Schools (COMPASS) – Francophone chapter (North Simcoe Muskoka area)
- Bendale Acres Steering Committee – Pavillon Omer Deslauriers (Scarborough)
- French Speaking Community Outreach Initiative Advisory Committee on Mental Health (North York and York Region)



The Office of Francophone Affairs recognized Margaret Aerola for her work in supporting Francophone seniors throughout her time as Director of Bendale Acres Long-Term Care Home

## Sustaining French Language Services

Identifying and designating health service providers for the provision of French Language Services is an integral part of Entité 4's work, as these processes ensure sustainability of services over time.

This year, the **CHIGAMIK Community Health Centre** was successful in achieving French Language Services designation, under the FLSA. Thanks to the collaborative efforts of CHIGAMIK's staff, the North Simcoe Muskoka LHIN, Entité 4 and Francophone community partners, Francophones in North Simcoe Muskoka will continue to have access to CHIGAMIK's interdisciplinary team in French including:

- Primary health care
- Dietitian services
- Diabetes education programs
- Mental health services
- Physiotherapy
- French language services navigation
- Health promotion programs

Following a recommendation made in the 2017/2018 fiscal year, **Hospice Huronia** was identified by the North Simcoe Muskoka LHIN for the provision of French Language Services.

Within the Central LHIN, **Black Creek Community Health Centre** and **Toronto North Support Services**, a community mental health agency, were identified for the provision of French Language Services.



Stewart Kiff, Solstice Public Affairs, Carol Jolin, President Assemblée de la francophonie de l'Ontario, Amanda Simard, MPP Glengarry-Prescott-Russell, Estelle Duchon, Executive Director Entité 4 and Gilles Marchildon, Executive Director Reflet Salvéo at the presentation of Ms. Simard's Private Members Motion to integrate linguistic data for both official languages of Canada on the Ontario Health Card (photo provided by Stewart Kiff)

**“We are honoured to become the only Community Health Centre in North Simcoe Muskoka to be designated under the French Language Services Act, as it reflects our commitment to provide quality health care services to Francophones in our area. This designation speaks to the sustainability of health care services in French. And, what it really means to our community is that French services at Chigamik are here to stay.”**

---

David Jeffery, Executive Director, Chigamik CHC

# ACHIEVE





# PRIMARY CARE

As Entité 4 works to build French Language Services that put patients at the centre of care, the integration of bilingual health promoters and patient navigators into health care teams is an emerging best practice.

**Patient navigators** work directly with patients and their families to overcome barriers to health care access and bridge gaps in transitions of care.

**Health promoters** work with communities to encourage healthy behaviours and create supportive environments that enable people to improve their health.

Delivering these services in French for Francophones is a key component of patient centred care.

Entité 4 continues to work closely with local community health centres to build French Language Services.



Dominique Janssens, Entité 4 Board, the Honourable Caroline Mulroney, Attorney General and Minister of Francophone Affairs and Yves Lévesque, Chair Entité 4 Board

## TAIBU Community Health Centre

This year, more than **1209 Francophones** participated in health promotion activities held at TAIBU CHC. Furthermore, clients have access to a French speaking nurse practitioner who sees nearly **350 patients**, including **83 new Francophone patients** registered this year.

## Black Creek Community Health Centre

This year, Black Creek CHC received funding to expand access to an interprofessional care team, which included enhanced French Language Services capacity through a bilingual patient navigator, community health worker and registered nurse.

The bilingual patient navigator at Black Creek CHC helped **329 patients** navigate through services. There is also a health promotion component to this position to raise awareness among local Francophone populations, mainly new immigrants, about the importance of having a healthy lifestyle. These outreach and promotion efforts reached more than **500 individuals**. Furthermore, **58 Francophone patients** were able to access French language primary care services.

## CHIGAMIK Community Health Centre

To increase existing French language promotion and navigation services in the area, a collaboration agreement was developed between CHIGAMIK, Barrie and South Georgian Bay CHCs with the support of Entité 4. Thanks to this partnership, Francophone clients at Barrie CHC can be seen by CHIGAMIK CHC's French speaking nurse practitioner as she now offers services out of Barrie one day per week to more than **60 Francophone patients**. Additionally, the bilingual health system navigator at CHIGAMIK CHC helped **119 Francophone patients** navigate through services.

# MENTAL HEALTH

## Increasing Access to Mental Health Services for Francophones

**Toronto North Support Services** continued to build on its success in promoting and raising awareness on mental health and addiction issues faced by Francophones. Last year, Toronto North Support Services helped more than **200 Francophone individuals** and received nearly **70 new Francophone referrals**.

With Entité 4's support, the **Canadian Mental Health Association of Durham** obtained funding to hire a French speaking outreach worker. For the 2018/2019 fiscal year, **32 French workshops** were facilitated by the outreach worker, with more than **525 Francophone participants**.

Throughout Entité 4's entire catchment area, **Mental Health First Aid** workshops were offered in French by partners such as CHIGAMIK CHC, TAIBU CHC, Toronto North Support Services and Canadian Mental Health Association of Durham. A total of **121 participants** received their certification this year.

In February 2017, funding was announced to increase access to psychotherapy services to help individuals living with conditions like anxiety and depression. Entité 4 worked with **Ontario Shores Centre for Mental Health Sciences** and **Waypoint Centre for Mental Health Care** to address gaps and plan for improved access to mental health and addiction services for Francophones. The program places clinical mental health care providers in primary care and community settings. Since the fall of 2018, French speaking clinicians are available at **Toronto North Support Services** and **TAIBU Community Health Centre** in the Central and Central East LHINs and **Canadian Mental Health Association Simcoe County** and **CHIGAMIK Community Health Centre** in the North Simcoe Muskoka LHIN.



Mayor Frank Scarpitti and local Francophone students taking part in the first rising of the Franco-Ontarian flag following the designation of the City of Markham on July 1, 2018



Participants at the Franco-Ontarian flag raising event in Durham

# HOME AND COMMUNITY CARE

Home and community care services support people who require assistance in their home, at school or in the community. People of all ages may require home and community care for many reasons, including to maintain independence, support chronic conditions or recover from illness.

The Adult Day Program run by **Centres d'Accueil Héritage** continues to expand its programming for Francophone seniors in the Oshawa area. The program, which offers a variety of activities and workshops, recently expanded to offer services three days a week.

Entité 4 has continued strengthening our connection with **Bendale Acres Long-Term Care Home** and local home and community care services to ensure the 37 beds prioritized for Francophones in Pavillon Omer Deslauriers are occupied by French speaking clients. All services are available in French in the Pavillon and the number of Francophones occupying these beds now averages 23.

# PALLIATIVE CARE

Entité 4 was invited by the Ontario Palliative Care Network, to contribute to the development of an interdisciplinary model of care to improve palliative care services. The model of care serves as a guide for building palliative care in communities across Ontario. It is designed to build on existing capacity, support local flexibility and include the Active Offer of French Language Services.



Panel members, including Estelle Duchon, Executive Director Entité 4, speaking on Ageing in French with Dignity at the Office of the French Language Services Commissioner of Ontario's Symposium on November 26, 2018

# FINANCIAL STATEMENTS 2018–2019

The Statement of Operations on the right is an excerpt from Entité 4's 2018–2019 audited Financial Statements. A copy of these financial statements in their entirety, as well as the opinion letter prepared by Marcil Lavallée for fiscal year 2018–2019, are available upon demand.



Yves Lévesque  
Chair of the Board



Jean Bouchard  
Treasurer

STATEMENT OF OPERATIONS	2019	2018
For the year ended 2019		
<b>REVENUES</b>		
LHIN contributions	\$ 654,064	\$ 654,062
Deferred contribution related to capital assets	(2,592)	(2,214)
	651,472	651,848
Amortization of deferred contributions related to capital assets (Note 5)	5,333	6,501
FCCGP contribution	36,200	4,500
<b>TOTAL</b>	<b>693,005</b>	<b>662,849</b>
<b>EXPENSES</b>		
Salaries and benefits	487,509	487,438
Consultants and professional fees	42,118	49,292
Rent	36,173	31,697
Travel expenses	26,219	27,803
Telecommunications	14,927	11,767
Conferences and training	10,470	8,772
Computer services	7,385	9,185
HST non refundable on expenses	6,707	5,447
Office expenses	5,434	5,205
Office supplies	5,218	5,960
Advertising and promotion	5,009	4,967
Insurance	4,097	3,917
Interest and service charges	206	398
Amortization of capital assets	5,333	6,501
<b>TOTAL</b>	<b>656,805</b>	<b>658,349</b>
<b>FCCGP project (Schedule B)</b>	<b>36,200</b>	<b>4,500</b>
	693,005	662,849
<b>EXCESS OF REVENUE OVER EXPENSES</b>	–	–
<b>NET ASSETS, BEGINNING OF YEAR</b>	–	–
<b>NET ASSETS, END OF YEAR</b>	\$ –	\$ –