

# ANNUAL REPORT 2019 — 2020

TEN YEARS IN THE  
SERVICE OF HEALTHIER  
FRANCOPHONE  
COMMUNITIES



**10** ANS /  
YEARS  
**ENSEMBLE  
TOGETHER**



# TABLE OF CONTENTS

- 3 MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR
- 4 WHO WE ARE
  - Our Team
  - Our Francophone Communities
  - Our Objectives
- 9 A YEAR OF CHANGE AND HEALTH SYSTEM TRANSFORMATION
- 10 ENGAGE
- 12 COLLABORATE
- 14 ACHIEVE
- 18 FINANCIAL STATEMENTS 2019 – 2020

## LEGEND

Local Health Integration Network (LHIN)  
Ontario Health (OH)  
Community Health Centre (CHC)  
French Language Services Act (FLSA)  
Ontario Health Team (OHT)  
French Language Health Planning Entities (FLHPE)  
Ministry of Health (MOH)

Entité 4 is financed by the Ministry of Health.



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A handwritten signature in black ink that reads "Yves Lévesque".

Yves Lévesque  
Board Chair



A handwritten signature in black ink that reads "Estelle Duchon".

Estelle Duchon  
Executive Director

*Entité 4 wishes to thank all health care workers for the vital services they provide every day, including during the COVID-19 pandemic. Your commitment, compassion and courage are inspiring. Thank you for making a difference in the lives of patients and their families.*

# MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

**10** ANS /  
YEARS  
**ENSEMBLE  
TOGETHER**

## 10 YEARS TOGETHER / 10 ANS ENSEMBLE

Ten years ago, in 2009 the Ontario health system was undergoing a significant period of change following the creation of 14 Local Health Integration Networks (LHINs) under the *Local Health System Integration Act*, 2006. In May of that year, the Office of the French Language Services Commissioner released a Special Report on French Language Health Services Planning in Ontario.

The report contributed to the creation of six French Language Health Planning Entities across the province and, **in September of 2010, we began our mission.**

Our mandate was clear, improving access to French language services, but the road to success was uncharted.

With the support of our communities, Entité 4 was up for the challenge. A strong foundation of cooperation enabled us to match community needs with health system priorities to build new French language service capacity.

Over the last 10 years, we have built strong collaborative relationships with our partners to deliver real improvements in access to French Language Services across priority sectors, including:

- helping our mental health service partners develop new French Language programming, including mental health outreach workers and case managers
- increasing capacity to offer primary care services among our partners through nurse practitioners, health promoters and navigators of French language health services
- collaborating with long-term care providers, such as Bendale Acres Long-Term Care Home, to reinforce French Language Services capacity and promoting the model as a best practice for linguistically appropriate care
- supporting partners like Centres d'Accueil Héritage in expanding their ability to offer programs for seniors with a Service de jour in Durham
- working with LHINs and Health Service Providers to bring self-management programs in French to the communities we serve

We have accompanied **two health service providers in achieving designation** under the *French Language Services Act* and worked to **identify five health service providers for French Language Services** across the care continuum. This year, we **supported three additional health service providers** as they began work to meet designation requirements as part of a pilot project led by the Ministry of Francophone Affairs to streamline the designation process.

Our efforts in collaborating among the FLHPEs in building awareness at the provincial level took on new importance following Royal Assent of the *People's Health Care Act* in April 2019, which outlined a major shift in the delivery of health care across the province.

With health service providers, including hospitals, doctors and home and community care services, collaborating to provide more coordinated care, Entité 4 reached out to ensure all potential Ontario Health Teams (OHTs) within its catchment area had accurate data on their Francophone populations and information on integrating French Language Services into new care models. **As a trusted partner, Entité 4 is actively involved in five of the newly selected OHTs on our territory.** Additionally, Entité 4 is continuing to strengthen partnerships with the remaining four named OHTs and with future OHTs currently in development.

The *People's Health Care Act*, 2019 also sparked the creation of Ontario Health, a new agency that takes on the responsibilities of 21 pre-existing agencies, including the 14 LHINs. The Central, Central East and North Simcoe Muskoka LHINs were our first partners in increasing access to French Language Health Services. We thank them for their ongoing support. As we look forward to building a new relationship with Ontario Health, we are certain that our focus on collaboration will enable us to continue to enhance French Language Services.

Although the year ended in a period of change and uncertainty as a result of ongoing health care reform and the COVID-19 pandemic, we are confident the last **10 years in the service of healthier Francophone communities** have given us the tools we need to move forward and deliver increased French language care.



# 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

## **Lisa Gotell**

Director of Planning (since July 2019)

## **Ameth Lo**

Director of Planning (until July 2019)

## **Sylvie Boulet**

Planning Officer

## **Safia Fakim**

Planning Officer (since July 2019)

## **Christine Morrison**

Communications and Community Liaison Officer

## **Lynda Rooke**

Executive Assistant, Management,  
Finance and Human Resources

# OUR BOARD

## CENTRAL LHIN

**Yves Lévesque**, Chair

**Narjiss Lazrak**, Vice-President

**Lara Pietrolungo**, (since June 2019)

**Dominique Janssens**, (until June 2019)

## CENTRAL EAST LHIN

**Severin Egatsi**

**Mélissa Joseph**

**Jules Nkamtchou**

## NORTH SIMCOE MUSKOKA LHIN

**Lyne Audette**, Board Secretary

**Jean Bouchard**, Treasurer

**Mylène Feytout-Eward**



# Our Francophone Communities



## Ontario is home to more than 622,415 Francophones.<sup>1</sup>

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.

## Challenges facing Francophone patients and their families

- Patients and their families struggle to navigate the health care system, especially when seeking services in French.
- Health services in French are limited.
- For the most part, health service providers do not identify their Francophone patients and do not know how to help them access health professionals who offer services in French.
- Language barriers have significant consequences for Francophone patients and for the health system.

## How do language barriers impact patient safety and care quality?

### **Increase:**

- Medical consultation times
- Risk of errors in diagnosis
- Use of diagnostic tests

### **Decrease:**

- Use of preventative care services
- Treatment compliance
- Patient satisfaction

<sup>1</sup> All statistics 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

A

B

**A** Central East LHIN

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

**B** Central LHIN

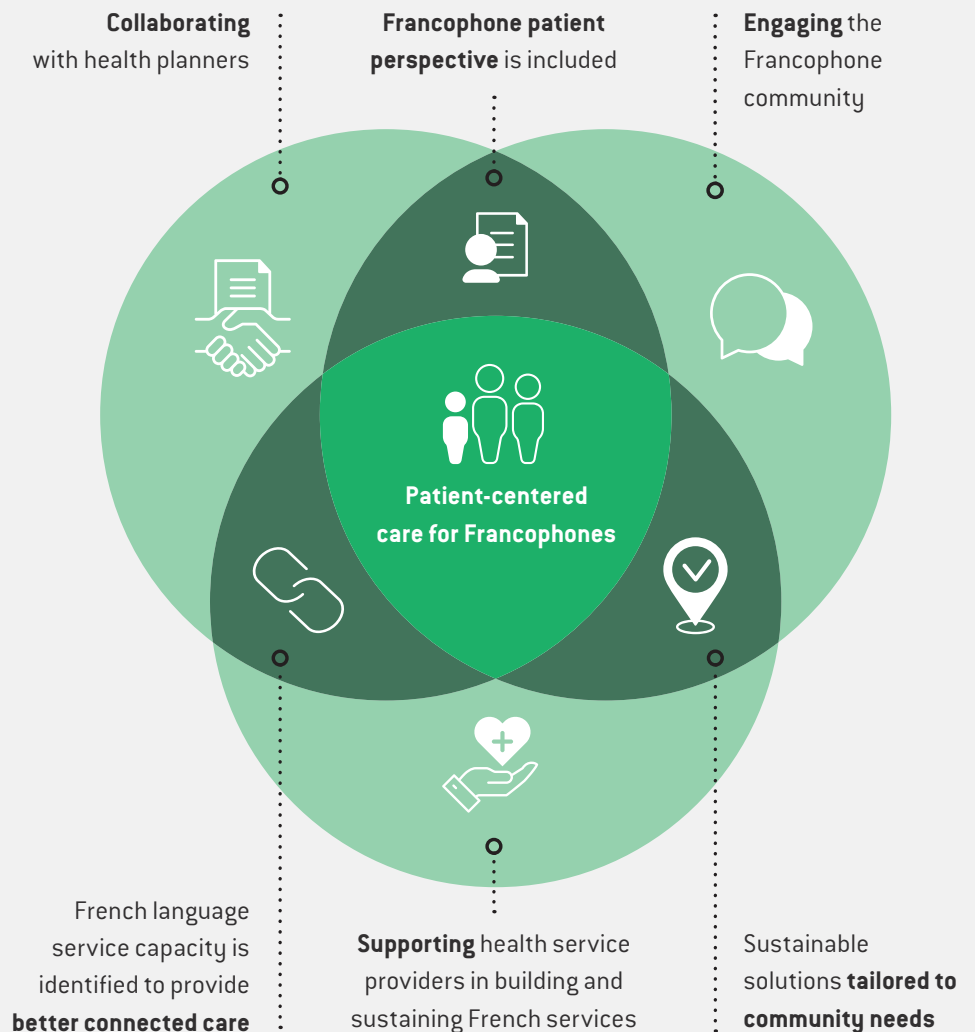
- North York (City of Toronto)
- York Region
- Simcoe County (South)

**C** North Simcoe Muskoka LHIN

- Simcoe County (North)
- District of Muskoka

# Our Objectives

Enhancing Access to French Language Health Services and Supporting Better Patient Outcomes for Francophones.



# 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.



# A Year of Change and Health System Transformation

## April 2, 2019

The Regroupement des Entités is one of only 30 groups invited to present to the Standing Committee on Social Policy as part of the review of the *People's Health Care Act* (2019)

## April 18, 2019

Royal Assent of the *People's Health Care Act* (2019)

## April 26, 2019

The Regroupement des Entités collaborate on organizing focus group discussions for Francophones on behalf of the Premier's Council on Improving Healthcare and Ending Hallway Medicine. 250 Francophones participate across 16 sites.

## May 15, 2019

Potential OHTs are invited to submit Self-Assessments to the MOH

## June 26, 2019

The Regroupement des Entités meets with the Board Chair for the newly created Ontario Health

## July 17, 2019

Of 150 self-assessments submitted, 31 teams are invited by the MOH to submit a Full Application

## September 2019

Entité 4 develops and distributes Fact Sheets on the local Francophone communities to potential OHTs across its catchment area.

## September 23, 2019

The Regroupement des Entités works with the RISE team to deliver a webinar to potential OHTs on engaging and improving care for Francophone communities.

## November 11, 2019

The Regroupement des Entités submits a series of recommendations regarding updating the regulation governing Ontario's FLHPEs under the *People's Health Care Act* (2019)

## November 13, 2019

The MOH announces that the 14 LHINs have been clustered into five interim and transitional geographic regions

## November 25, 2019 - December 6, 2019

24 OHTs announced across the province, including 9 in Entité 4's catchment area

## December 20, 2019

A permanent President and CEO for Ontario Health is announced

## January and February 2020

Entité 4 meets with the Transitional Leads for the Central and East Ontario Health offices

## January 24, 2020

Entité 4 meets with Minister of Health Christine Elliott to discuss access to French language services on behalf of the Regroupement des Entités

## March 9, 2020

The government of Ontario opens a 7-day public consultation on the newly updated regulation governing Ontario's FLHPEs

## March 12, 2020

The Regroupement des Entités meets with the President and CEO of Ontario Health to discuss integration of French Language Services

## March 16, 2020

In response to the public consultation, the Regroupement des Entités recommends the establishment of a working group with a mandate to work with the MOH to implement administrative means to address priorities raised by the Regroupement des Entités

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## Legend

**FLHPE** – French Language Health Planning Entities

**MOH** – Ministry of Health

**OHT** – Ontario Health Team

**Regroupement des Entités** – Regroupement des entités de planification des services de santé en français

**RISE** – Rapid-Improvement Support and Exchange

# Engage

## COMMUNITY FEEDBACK TO ENHANCE CARE

Strong connections with the Francophone community and community organizations within our catchment area help us understand the needs of the population we serve and develop health services tailored to the realities facing the Francophones we serve. Meaningful community engagement leads to improved outcomes and sustainable solutions by drawing on local knowledge and diverse perspectives.



**Top:** Entité 4 participates at the first Soirée Francophone at Black Creek Community Health Centre.

**Middle:** Entité 4 was in attendance to raise the Franco-Ontarian flag for the first time at Georgian Manor in the Town of Penetanguishene.

**Bottom:** Entité 4 was pleased to be recognized at the gala celebrating five years of French Language Services at TAIBU Community Health Centre.

## PROVIDING THE FRANCOPHONE PERSPECTIVE FOR THE PREMIER'S COUNCIL

On April 26, 2019, Entité 4, in collaboration with the five other French Language Health Planning Entities, assisted in organizing focus group discussions for Francophones on behalf of the Premier's Council on Improving Healthcare and Ending Hallway Medicine.

The Premier's Council was seeking feedback to support the development of recommendations to government in their second report *A Healthy Ontario: Building a Sustainable Health Care System*, issued in June 2019.

Across 16 sites, 250 Francophone patients, caregivers, service providers and health sector leaders took part in sharing their thoughts on improving the Francophone patient experience.

“We heard that French Language Health Services work well when they are actively offered. As with all patients, communication with care providers is so important throughout the entire continuum of care. French language navigation support, preventative care, social services and community care, including French-speaking home care workers, are just as important as French language services within a larger institution like a hospital.”

Excerpt from *A Healthy Ontario: Building a Sustainable Health Care System* June 2019

## LANGUAGE MATTERS IN LONG-TERM CARE

As the Government of Ontario works towards its commitment to build 15,000 new long-term care beds and redevelop 15,000 existing beds, Entité 4 launched a campaign to raise awareness of the need to prioritize beds for Francophones within its catchment area.

The *Language Matters in Long-Term Care* campaign focused on encouraging service providers to include beds prioritized for Francophones as part of their applications for funding and helping them better connect with the Francophone community.

Focus Group discussions were held in Durham, Barrie and Penetanguishene. Feedback from the community helped guide Entité 4's efforts on collaborating with health services providers. Although the applications will need to go through approvals from the Ministry of Long-Term Care, **four providers** across our catchment area **worked with Entité 4 to include beds prioritized for Francophones** as part of their applications.

The campaign included a series of videos based on a caregiver testimonial on the importance of providing long-term care services in French for francophones that were **viewed more than 1,544 times**.

“My mother was a Francophone who spent most of her life in St-Hyacinthe. Around 2016, she started showing signs of dementia and I realized she was no longer able to care for herself. Moving my mother to Ontario was important but putting her in an English-only environment was out of the question...because I didn't want her condition to get worse. I had already lost the mother I had known to her disease.”

Daughter and caregiver

## TAKING THE PULSE OF THE COMMUNITY

Entité 4 also uses surveys to engage with the community and obtain insights on health needs and priorities. In 2019/2020, Entité 4 led or collaborated with health service partners to conduct four surveys on topics ranging from long-term care to mental health services.

# 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.



Top: Stewart Kiff, Solstice Public Affairs, Barbara Ceccarelli, Centres d'Accueil Héritage, Estelle Duchon, Entité 4, and MPP Lorne Coe met to discuss the needs of Francophone seniors in the Central East region.

Bottom : Narjiss Lazrak, Vice President of the Board, Estelle Duchon, Executive Director, the Honourable Christine Elliott, Minister of Health and Yves Lévesque, Board Chair

## ACTIVE OFFER

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

Last year, Entité 4 worked closely with one of our partners to adapt our Active Offer workshop into an online training module for staff. Once the training module is rolled out, it will be available to more than **300 frontline and administrative staff**.

The Active Offer workshop enables 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 building their capacity to offer French Language Services.

## ONTARIO TELEMEDICINE NETWORK (OTN)

In 2019, Entité 4 supported OTN in their efforts to update and expand the number of individual health service practitioners registered with OTN to provide virtual patient care or educational workshops in French.

Entité 4 helped ensure leaders in the provision of French Language Health Services are included in the OTN directory. **Building the number of French Language Service practitioners included in the OTN directory** is an important piece in expanding FLS capacity across the province, including for areas that are less populated.

## COORDINATION

Entité 4 is an **active participant at 10 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.

The 2019/2020 fiscal year marked the **creation of a new community coordination table in the Peterborough area** called the Table de concertation francophone de Peterborough.

Community Coordination Tables:

- 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)
- Comité Francophone 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)
- Table de concertation francophone de Peterborough

# Achieve

## STRENGTHENING AND SUSTAINING FRENCH LANGUAGE SERVICES

For 10 years Entité 4 has been delivering real improvements for Francophone patients and their families.



**Top:** Entité 4 was invited to attend several official announcements for the newly selected OHTs, including the East York North Durham OHT.

**Bottom:** Still from the video testimonials done as part of the *Language Matter in Long-Term Care* campaign




## ONTARIO HEALTH TEAMS: REIMAGINING HEALTH CARE

The 2019/2020 fiscal year began with a call for interested health service providers to submit a self-assessment of their readiness to become an Ontario Health Team (OHT). Entité 4 was proactive in providing future OHTs with targeted information and tips on integrating French Language Services into care delivery.

- **Entité 4 met with 8 of 9 teams selected** in our catchment area as they worked to develop their applications.
- Entité 4 is identified as a **partner** in the full application of **four OHTs**
- **5 of 9 selected OHTs** recognized the **role of Entité 4 in engaging with the Francophone community** as part of their full application.
- Entité 4 actively participates in committees or working groups across **12 OHTs (selected or in development)** across our catchment area

### Ontario Health Teams: Providing Connected Care for Francophones in North York West

The *People's Health Care Act*, 2019 states "the public health care system should recognize the diversity within all of Ontario's communities and respect the requirements of the *French Language Services Act* in the planning, design, delivery and evaluation of health care services for Ontario's French-speaking communities."



**Integrating French Language Health Services into your Ontario Health Team**

Entité 4 can support your efforts to engage with the Francophone community. Other local resources:

**North York West French Language Services Advisory Committee** works to promote health services in French. This Committee leverages existing partnerships and networks (community organizations, school boards and HSPs) to build awareness and engage Francophone communities on various health-related issues.


#### What do you need to know about the Francophone community in North York West?

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

The growing Francophone communities within the Greater Toronto Area include diverse ethnic communities and newcomers to Canada. Entité 4 can provide expertise and meaningful data on the socio-demographic profile of your francophone community.

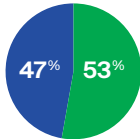
**3,635 = 1.37%**  
FRANCOPHONES LIVE IN NORTH YORK WEST<sup>1</sup> OF THE POPULATION

1. All statistics from the 2016 Census according to the 2009 inclusive Definition of Francophone



#### FRANCOPHONE POPULATION IN NORTH YORK WEST

VISIBLE MINORITY  
NOT A VISIBLE MINORITY



#### POPULATION AGE RANGE FOR NORTH YORK WEST

FRANCOPHONE POPULATION  
GENERAL POPULATION

Age Range	Francophone Population	General Population
0-18	21%	22%
19-64	67%	63%
65-74	9%	8%
75+	7%	8%

Entité 4 developed Fact Sheets on the local Francophone community for potential Ontario Health Teams across its catchment area.

## 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.

In January 2020, the **Canadian Mental Health Association Durham** was identified for the provision of French Language Services. The identification recognizes CMHA Durham's dedication and commitment to supporting local Francophone populations.

"A special thank you to Entité 4, who strongly recommended and promoted the organization to the CELHIN, working with our senior management team, and finally, our FLS specialist for making this goal a reality. Without your efforts, there would be no identification!"

Excerpt from CMHA Durham news release dated February 6, 2020

## BUILDING ACCESS TO SUSTAINABLE, HIGH-QUALITY FRENCH LANGUAGE HEALTH SERVICES

For the 2019/2020 fiscal year, Entité 4 supported three of our partners as part of a Ministry of Francophone Affairs pilot project aimed at streamlining the designation process under the *French Language Services Act*.

Efforts to accompany **Bendale Acres Long-Term Care Home, TAIBU Community Health Centre and Waypoint Centre for Mental Health** is ongoing as they work to achieve designation of the services offered in French for Francophones and improve services for Ontario Francophones.

# PRIMARY CARE

## My health, my language

### TAIBU COMMUNITY HEALTH CENTRE

This year, with the support of Entité 4, TAIBU CHC received confirmation of permanent funding for a health promoter position. Health promoters work with communities to encourage healthy behaviours and create supportive environments that enable people to improve their health. For 2019/2020, nearly **1,000 Francophones** participated in health promotion activities held at TAIBU CHC. The year also marked **five years of French Language Services at TAIBU CHC**. Currently, the French speaking nurse practitioner at TAIBU CHC has **420 registered clients** and **conducted 1,169 patient visits** last year.

### BLACK CREEK COMMUNITY HEALTH CENTRE

Black Creek CHC has continued its efforts to build connections with the Francophone community they serve. In 2019/2020, Black Creek CHC held its **first ever Soirée Francophone** that brought together local Francophone organizations and members of the community to learn about available French services. The bilingual patient navigator at Black Creek CHC helped **more than 300 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**.

### CHIGAMIK COMMUNITY HEALTH CENTRE

CHIGAMIK CHC provides primary care services, health promotion activities and education as well as a range of other health services in French for the Francophone community in the North Simcoe Muskoka area. Since 2016, CHIGAMIK CHC has also provided navigation services for Francophones to help them access other French Language Health Services in the area. Last year, the bilingual health system navigator at CHIGAMIK CHC **helped 176 Francophone patients** navigate through services.

# MENTAL HEALTH

## Communication is at the heart of intervention

**Toronto North Support Services (TNSS)** continued to build on its success in promoting and raising awareness on mental health and addiction issues faced by Francophones. Last year, more than 500 Francophones took part in outreach activities offered by TNSS. As a result, TNSS received **38 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 2019/2020 fiscal year, **29 French workshops and outreach activities** were facilitated by the outreach worker, with more than **567 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. **Close to 100 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. French speaking clinicians at **Toronto North Support Services, TAIBU Community Health Centre, the Canadian Mental Health Association Simcoe County** and **CHIGAMIK Community Health Centre** have provided ongoing care and support to **more than 30 Francophone clients**.



# HOME AND COMMUNITY CARE

Home and community care services support people who require assistance in their home, at school or in the community. Home and Community Care Services also help residents' access long-term care services.

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 three days a week for **26 Francophone clients**.

This year marks the **25th anniversary of the Pavillon Omer Deslauriers at Bendale Acres Long-Term Care Home**. Bendale Acres has been the only City of Toronto long-term care home to provide French Language Services for Francophones since 1994. All services are available in French in the Pavillon and the number of Francophones occupying these beds now averages nearly 25. 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 available to French-speaking clients.

With Entité 4's support, the **Alzheimer Society of Durham Region** received funding for a French Language Services (FLS) Coordinator. For the 2019/2020 fiscal year the FLS Coordinator held 29 Group Sessions for **728 Francophone participants**. Additionally, the FLS Coordinator conducted 218 visits and obtained **27 new Francophone referrals**.

# PALLIATIVE CARE

Entité 4 continues to work closely with regional palliative care planning tables in the Central, Central East and North Simcoe Muskoka areas to ensure Francophones have access to linguistically adapted palliative care.

Entité 4 has also established a strong relationship with **Hospice Huronia**, which was identified for the provision of French Language Services last year. With a new location, Tompkins House, set to open early in the 2020/2021 fiscal year, we look forward to building their capacity to provide supportive care for Francophone clients and their families.



# FINANCIAL STATEMENTS 2019–2020

The Statement of Operations on the right is an excerpt from Entité 4's 2019–2020 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 2019–2020, are available upon demand.



Yves Lévesque  
Board Chair



Jean Bouchard  
Treasurer

## STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

For the year ended March 31, 2020

### REVENUES

LHIN contribution	\$ 654,051	\$ 654,064
Deferred contributions related to capital assets	–	(2,592)
	<b>654,051</b>	<b>651,472</b>
Amortization of deferred contributions related to capital assets (Note 5)	<b>3,982</b>	5,333
FCGP contribution	–	36,200
<b>TOTAL</b>	<b>658,033</b>	<b>693,005</b>

### EXPENSES

Salaries, benefits and contractual agreements	509,761	487,509
Rent	38,733	36,173
Consultants and professional fees	32,611	42,118
Travel expenses	25,655	26,219
Computer services	11,236	7,385
Telecommunications	9,225	14,927
Office supplies	8,979	5,218
Advertising and promotion	5,435	5,009
Office expenses	4,437	5,434
Insurance	4,347	4,097
Conferences and training	3,489	10,470
HST non refundable on expenses	–	6,707
Interest and service charges	143	206
Amortization of capital assets	3,982	5,333
<b>TOTAL</b>	<b>658,033</b>	<b>656,805</b>
<b>FCGP project (Schedule B)</b>	<b>–</b>	<b>36,200</b>
	<b>658,033</b>	<b>693,005</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>–</b>	<b>–</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>–</b>	<b>–</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$ –</b>	<b>\$ –</b>