

ANNUAL REPORT
2017–2018



Building Together

French Language
Health Services Planning

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LEGEND

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

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

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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 CHAIRMAN OF THE BOARD & THE EXECUTIVE DIRECTOR

Building French Language Health Services Together

Thanks to a collective effort, the provincial context for French language health services has evolved in a positive way over the last year for the benefit of all Francophone communities within our catchment area.

The provincial forum on French language services, held last November by the Ministry of Health and Long-Term Care, represents a significant turning point. During the forum, the Ministry announced publication of a *Guide to Requirements and Obligations Relating to French Language Health Services* as well as the amendment of *O. Reg. 515/09: Engagement with the Francophone Community under Section 16 of the Local Health System Integration Act*. Amendments to this regulation reinforce the importance of maintaining a close collaboration between the Local Health Integration Networks and the French Language Health Planning Entities when planning and implementing French language health services. As declared by Mr. François Boileau, French Language Services Commissioner: "These modifications [...] represent a great step in the right direction."

As well, Ontario's latest budget mentioned that data on linguistic identity would be captured through the Ontario Health Card

System. This represents a major structural measure to develop and sustain health services in French.

Following the enactment of *Patients First*, one of the major milestones in transforming the health system in Ontario was the integration of home and community care (Legacy Community Care Access Centres) within the LHIN structure. Entité 4 worked very closely with its three partner LHINs to ensure they now comply with obligations regarding French language services as they are now providing health services directly.

Entité 4 continues to raise awareness and provide support and guidance to health service providers to help improve French language capacity in many sectors: primary care, mental health, services for seniors and palliative care.

Building together means involving members of the community at each step, from development to deployment of services, while working closely with our key partners to implement high quality health services in French. Building together to address your needs.



Yves Lévesque
Chairman of the Board



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 in order 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 the community's health and access to services in French.

RIGOUR

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

05



Professional
Development Workshops

07



Conferences &
Forums

01



Training Session
for Board Members

OUR TEAM

Estelle Duchon,
Executive Director

Ameth Lo,
Director of Planning

Nancy Steben,
Planning Officer

Simon Houle
Planning Officer

Sophie Sakillarides,
Communications and
Community Liaison Officer

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

OUR BOARD

Central LHIN

Yves Lévesque, Chairman
Narjiss Lazrak, Vice-President
Dominique Janssens

Central East LHIN

Jules Nkamtchou
Severin Egatsi
Laura Lutoto (until September 2017)

North Simcoe Muskoka LHIN

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



DIVERSIFIED AND GROWING FRANCOPHONE COMMUNITIES

THERE ARE 615,345 FRANCOPHONES IN ONTARIO.¹

Francophone communities within Entité 4's catchment area are very diverse. For example, the Greater Toronto Area has a large ethnocultural component which is steadily increasing and largely composed of newcomers to Canada. On the other hand, the North Simcoe Muskoka area boasts one of the oldest Francophone communities in Canada whose 400 years of presence were celebrated in 2015².

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

CHALLENGES FACED BY FRANCOPHONE POPULATIONS

Because French is one of two official languages in Canada, Francophones in Ontario, who are an official language minority population, have specific linguistic rights under the French Language Services Act. Furthermore:

- Language is crucial to accessing the proper health care. Miscommunication has a direct impact on quality of care and patient safety.
- Linguistic barriers can have the following consequences:
 - > increased length of medical consultations;
 - > increased risk of errors in diagnosis and inadequate treatment;
 - > higher probability of using numerous diagnostic tests;
 - > lesser use of health services for preventive purposes;
 - > reduce adherence to treatment.
- Francophones do not know where and how to access health services in French in Ontario.
- Health Service Providers do not identify their Francophone patients.

¹ Data from 2016 Census according to the Inclusive Definition of Francophone (2009).

² 400 Years of French Presence in Ontario (2014) Office of Francophone Affairs.

12 345

FRANCOPHONES

27 065

FRANCOPHONES

31 045

FRANCOPHONES

PENETANGUISHENE

BARRIE

AURORA

TORONTO

OSHAWA

PETERBOROUGH

C

B

A

A CENTRAL LHIN

- North York (Ville de 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

Data from 2016 Census according to the Inclusive Definition of Francophone (2009).



OUR OBJECTIVES

Towards Equitable 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 the Francophone community. Francophones are involved in defining their needs and in planning health services in French.

BUILDING health service providers' capacity. Health service providers have the proper support 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.

“Franco-Ontarians face challenges obtaining health services in French. To meet their needs, and improve their patient experience and health outcomes, we must ensure that the health care system is culturally sensitive and readily accessible in French.”

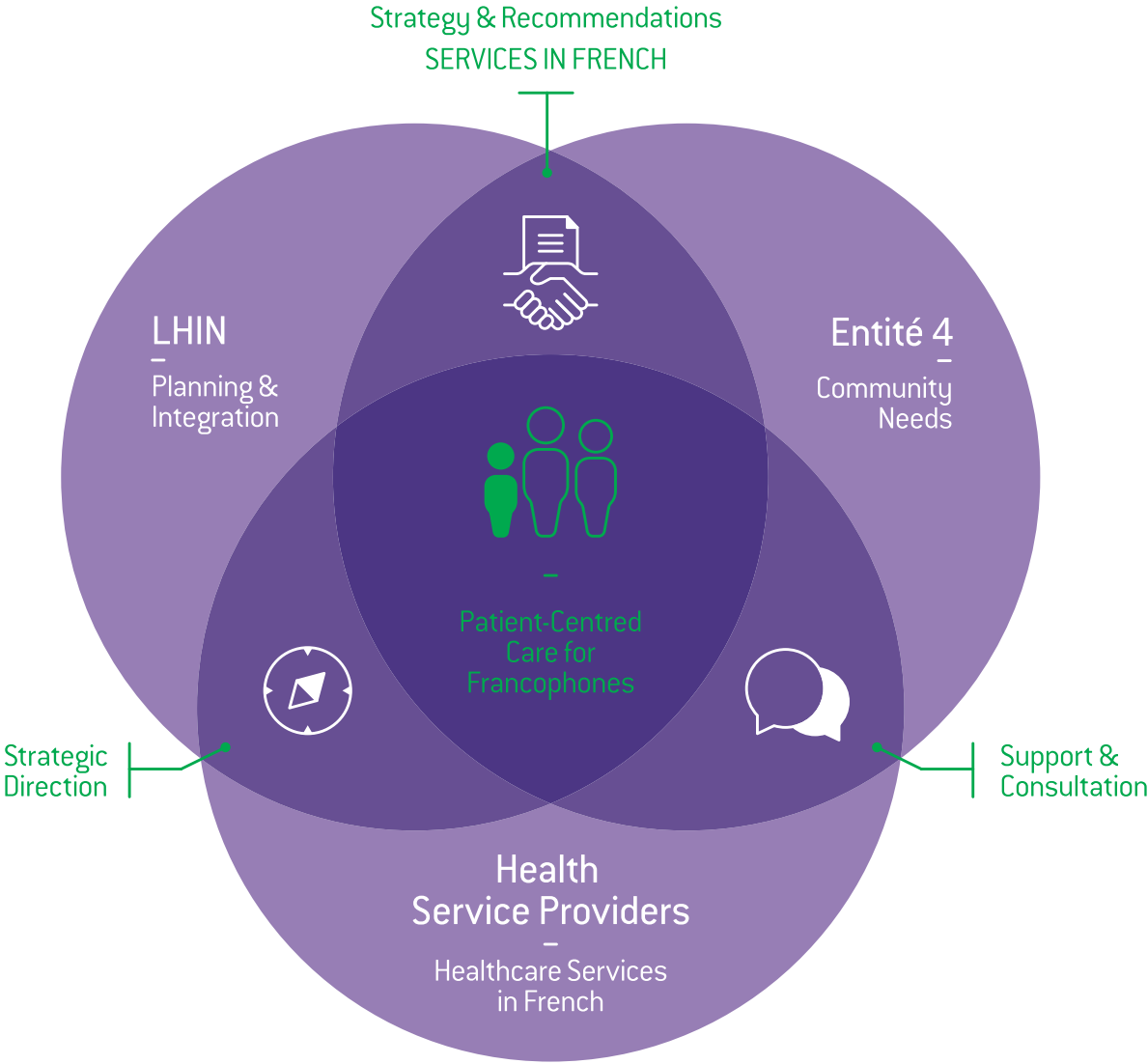
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Ministry of Health and Long-Term Care Patients First: a Proposal to Strengthen Patient-Centred Health Care in Ontario, Discussion Paper, December 17, 2015

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 approach fosters a 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 all key stakeholders have one main objective: maintaining Francophone patients at the centre of the care they receive.





Engage

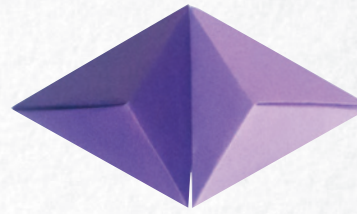
Entité 4 seeks constant dialogue with Francophones and community organizations within its catchment area. The objective of community engagement is to understand the needs of the population we serve and develop health services which are tailored to the realities faced by each Francophone community throughout our territory. For example, Black Creek CHC regularly shares with Entité 4 observations drawn from discussions or surveys about the programs they offer in French. This information is used to improve existing programs and develop new initiatives adapted to their clients' needs.

Community engagement activities present opportunities to inform the community about health services available in French, and gather feedback on quality of the local health system.

Entité 4 values and prioritizes relationships with its partners in the community as well as both French School Boards. Whether it be through our membership in a community working table, our presence at the launch of a new initiative or our participation in networking events, we take every opportunity to strengthen our partnerships. Entité 4 and its partners collaborate for the flourishing and well-being of Francophone communities.



Yves Lévesque, Chairman of Entité 4's Board, Jill Tettman, Chief Executive Officer of North Simcoe Muskoka LHIN, Marie-France Lalonde, Minister of Francophone Affairs and Estelle Duchon, Entité 4's Executive Director.



Panel members at the 2017 AGM on the importance of collaboration to offer French language services.

Entité 4 was active on **Twitter** this year. Our tweets earned **142,000 impressions** and were engaged **760 times**.

224 members

Being a member means to be Francophone, live or work in our catchment area, and support Entité 4's mission to improve access to health services in French throughout our partner LHIN territories.

1,143 subscribers

To our electronic newsletter "**Cap S@nté**".

Entité 4's **seventh annual general meeting** took place at Barrie CHC with **80 participants and guests**. One of the highlights of the evening was a panel discussion with participants from La Clé, Chigamik CHC, North Simcoe Muskoka LHIN and Entité 4 who shared best practices for the creation of viable health services in French for a populations which are over a large geographical area.

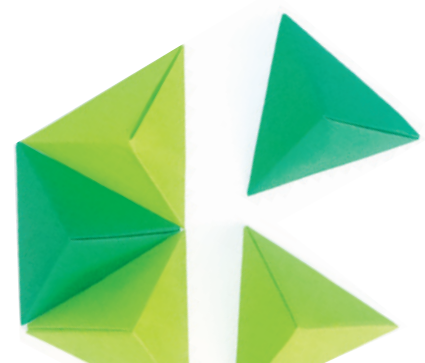


Collaborate

Entité 4 works very closely with the Central, Central East and North Simcoe Muskoka LHINs who are responsible for planning, coordinating and funding the local health system. To streamline this collaborative work and increase equitable access to French language services, Entité 4 and its three partner LHINs decided to align the planning cycle for French language services with LHIN planning cycles (Integrated Health Service Plans) and develop a joint three-year strategy (2016–2019). A progress update is submitted each year to coincide with the

development of LHIN Annual Business Plans. This joint strategy is also in alignment with Ontario’s health care system transformation as outlined in the Patients First Act. There are two types of actions within this strategy:

- > **Systemic actions** which create the right conditions for developing equitable access to French Language Health Services
- > **Sectoral actions** to continue improving access to, navigation and coordination of health services for Francophones.



HEALTH SYSTEM TRANSFORMATION

The Patients First Act (2016) entailed major structural changes within the health system, with a special mention of the need to improve access to health services in French for Francophones. Entité 4 participates in 25 regional and sectoral planning tables created by the LHINs.

At the provincial level, Entité 4 takes a very active part in the MOHLTC's French Language Services Working Group to ensure equitable access to services for Francophones.

In November 2017, a provincial forum on French Language Health Services was held by the MOHLTC. The Minister presented a new **Guide to Requirements and Obligations Relating to French Language Health Services**. This document supports the French Language Health Planning Entities' initiatives by clarifying roles and responsibilities of all key stakeholders involved in improving access to health services adapted to the needs of Francophones.

Data Collection

Entité 4 participates in the **Regroupement des entités de planification des services de santé en français en Ontario**. This group, composed of all six French Language Health Planning Entities, works closely with both the MOHLTC and the Ministry of Francophone Affairs and are examining how to collect data on linguistic identity through Ontario's health card system. This would provide important data on the state of health of Francophone communities.



Members of the Regroupement des Entités with Marie-France Lalonde, Minister of Francophone Affairs

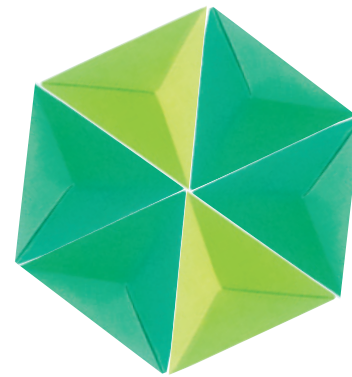
Entité 4 also helps raise health service provider awareness about the importance of collecting data on their Francophone clientele. This year, a **new French Language Services report** called OZi, developed by the Réseau des services de santé en français de l'Est de l'Ontario, was deployed in North Simcoe Muskoka and Central LHINs. OZi provides data on the capacity of health service providers to serve Francophones and measures their progress in developing services in French. The MOHLTC has since sponsored the deployment of this tool throughout Ontario.

Sub-Regions

One of the major changes brought by the transformation of Ontario's health system was the creation of sub-regions which allow LHINs to identify needs of their various populations more precisely. Entité 4 participated in each consultation session held by its partner LHINs when sub-regions were first being created. As well, discussions took place about conditions which should exist for this change to have a positive impact on Francophone communities. Entité 4 participates in seven sub-regional tables.



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 many workshops and information sessions on **how to actively offer French language health services**.

In 2017–2018, **11 such workshops** were offered to a total of **130 participants**.

These sessions are tailored to the needs of each group, and allow Entité 4 to establish close relationships with health service providers. As well, Entité 4 shares its expertise on best practices and policies for linguistic identification, and has developed a brochure on this subject to assist health service providers in starting this process.



Dignitaries celebrating the identification of TAIBU CHC.

Concertation

Entité 4 sits on various community concertation tables and provides expertise on how to structure initiatives or develop service models which 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 (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 (North York)



IDENTIFYING AND DESIGNATING

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, Entité 4 made a recommendation to Central East LHIN for the identification of TAIBU CHC, which was granted in the fall of 2017.

In North Simcoe Muskoka, **Georgian Bay General Hospital received its partial designation** in July 2017, and Entité 4 continues to offer support to maximize capacity. As well, in Midland, North Simcoe Muskoka LHIN and Entité 4 worked together to evaluate and support **Chigamik CHC's request for designation.**



Georgian Bay General Hospital receives its partial designation certificate from Marie-France Lalonde, Minister of Francophone Affairs.





Realize

PRIMARY CARE

In Central LHIN

The **bilingual health system navigator** at Black Creek CHC develops referral systems and helps 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 have reached more than **500 individuals**.

In the works: Black Creek CHC wishes to broaden the range of its French language services by soon adding an interdisciplinary team.

In Central East LHIN

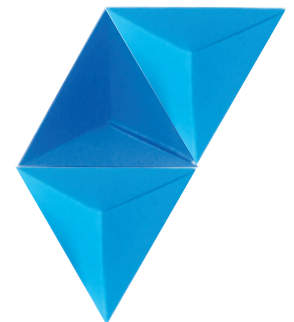
This year, more than **720 Francophones** participated in health promotion activities held at TAIBU CHC. Furthermore, clients have access to a French speaking nurse practitioner who already sees more **300 patients**.

With the support of Entité 4, Carea CHC in Durham Region started a health promotion program aimed at local French schools.

In the works: Carea CHC will soon be offering chronic disease prevention and self-management workshops in French.

In North Simcoe Muskoka LHIN

To widen the offer of French language promotion and navigation services which already exist 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.





MENTAL HEALTH

In Central LHIN

In recognition of Toronto North Support Services' success in promoting and raising awareness on mental health and addiction issues faced by Francophones, Central LHIN provided them with base funding to continue these activities which are more particularly aimed at immigrants and newcomers in the area. Since the beginning of this program, the number of Francophone individuals they have served has passed 220, and case management clients increased from 10, during the pilot phase, to 37 at the end of this fiscal year.

In the works: Toronto North Support Services has requested funding for two more bilingual case manager positions to cover York Region and North York areas, with a particular focus on the City of Markham which will be officially designated as of July 2018.

In Central East LHIN

With Entité 4's support, Canadian Mental Health Association of Durham obtained funding to hire a **French speaking outreach worker**. This person will be able to facilitate workshops on mental health and help Durham Francophones navigate through mental health and addiction services.

In North Simcoe Muskoka LHIN

A number of new initiatives are being developed in this sector in North Simcoe Muskoka LHIN, more particularly regarding psychotherapy and opioids.

In the works: Entité 4 is collaborating closely with key stakeholders in the development and implementation of a youth hub to serve North Simcoe Muskoka.

Throughout Entité 4's entire catchment area, **Mental Health First Aid** workshops were offered in French by partners such as Chigamik CHC, TAIBU CHC and Toronto North Support Services. A total of **111 participants** received their certification this year.



Graduates from the Mental Health First Aid workshops at TAIBU CHC

HOME AND COMMUNITY CARE

With the enactment of *Patients First (2016)*, LHINs are now responsible for the delivery of home and community care within their respective territories. Entité 4 supports its partners LHINs in this new role, as they now become establishments who provide services directly to patients and thus face increased responsibilities regarding provision of services in French. Each of our partner LHINs has started a French Language Services working group to address this issue and Entité 4 has been asked to participate and support these groups.



In Central East LHIN

Consultations were held with Francophones in the Greater Toronto Area to identify specific needs of French speaking individuals and their caregivers when encountering cognitive difficulties. Based on the information gathered through these consultations, Entité 4, Central East LHIN, Reflet Salvéo and Toronto Central LHIN developed and proposed a **Francophone Mobile Memory Clinic**, which would provide public education and support to families, as well as perform patient assessments in French, thus ensuring proper diagnosis and early intervention. The clinic will also follow clients and their families throughout their journey.

With support from Entité 4, Alzheimer Society Durham Region has established close ties with the surrounding Francophone community and now offers public education sessions in French on dementia thanks to the recent addition of a **French speaking outreach worker**.

In the works: Alzheimer Society Durham Region will be offering a support program to Francophone families.

The Adult Day Program run by Centres d'Accueil Héritage continues to offer a variety of activities and workshops,

namely a Falls Prevention Program offered in French through Oshawa Senior Citizens Centres.

Over the past few years, Entité 4 has been working closely with Bendale Acres Long-Term Care Home to ensure that 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. Our efforts to maximize and sustain this resource have been very successful. In fact, the Réseau franco-santé du Sud de l'Ontario has published a report at the federal level citing Bendale Acres as a best practice to serve Francophone seniors in a bilingual setting.

In North Simcoe Muskoka LHIN

Entité 4 is working closely with Georgian Manor to develop long-term care services in French for the many Francophones who live in the area.



PALLIATIVE CARE

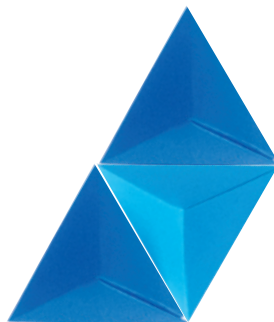
At the provincial level, Entité 4 provided the Ontario Palliative Care Network with a number of recommendations to ensure that needs of Francophones are taken into consideration while palliative care is being reformed in Ontario. At the local level, Entité 4 also made recommendations through **regional palliative care planning tables** which exist in each of our partner LHINs to ensure that Francophones have access to linguistically adapted palliative care.

Entité 4 recommended that Hospice Huronia in Penetanguishene be identified by North Simcoe Muskoka LHIN for the provision of French language services, as they have expressed the desire to offer services in French in their new facility due to open in March 2019.

In the works: Entité 4 is exploring the feasibility of a palliative care model for Francophones in Scarborough with TAIBU CHC and Scarborough Centre for Healthy Communities.



Francophone participants in Toronto Challenge 2017

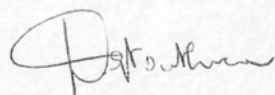


FINANCIAL STATEMENTS 2017–2018

The Statement of Operations on the right is an excerpt from Entité 4's 2017–2018 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 2017–2018, are available upon demand.



Yves Lévesque
Chairman of the Board



Mylène Feytout-Eward
Administrator

STATEMENT OF OPERATIONS

For the year ended March 31, 2018

2018

2017

REVENUES

LHIN contributions	\$ 654,062	\$ 654,064
Deferred contribution related to capital assets	(2,214)	(3,868)
Amortization of deferred contributions related to capital assets	6,501	8,131
PAFO Contribution	4,500	–
Gain on disposal of capital assets	–	300
Total	662,849	658,627

EXPENSES

Salaries and benefits	487,438	408,929
Consultants and professional fees	49,292	102,953
Rent	31,697	32,738
Travel expenses	27,803	26,465
Telecommunications	11,767	12,081
Computer services	9,185	12,905
Conferences and training	8,772	16,605
Office supplies	5,960	8,992
HST non refundable on expenses	5,447	6,427
Office expenses	5,205	7,911
Advertising and promotion	4,967	10,182
Insurance	3,917	3,764
Interest and service charges	398	544
Amortization of capital assets	6,501	8,131
TOTAL	658,349	658,627
PAFO Project	4,500	–
	662,849	658,627

EXCESS OF REVENUES OVER EXPENSES

–

–

NET ASSETS, BEGINNING OF THE YEAR

–

–

NET ASSETS, END OF YEAR

\$ –

\$ –