

EXCELLENCE
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Entité 

ÉRIÉ ST. CLAIR/SUD-OUEST

Planification des services
de santé en français

www.entite1.ca

ANNUAL GENERAL MEETING

ANNUAL REPORT

March 31 2018



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8th ANNUAL GENERAL MEETING

Friday June 1st at 5:00

Best Western Lamplighter Inn

591 Wellington Rd South

London, On

Agenda

1. Opening of the General Meeting
2. Quorum reached
3. Adoption of the Agenda (proposal 1)
Proposals arising from the June 1st, 2018 meeting
4. Statement of conflict of interest
5. Adoption of the minutes of the Annual General Meeting of June 13, 2017.
(Documents in hand) (Proposal 2)
6. Questions arising from the minutes of the June 13, 2017 General Meeting
7. Presentation of the report by the independent auditor for fiscal year 2017-2018
(Document in hand) (Proposal 3)
8. Confirmation of the independent auditor for fiscal year 2018-2019. (Proposal 4)
9. Elections
 - a) New members (Proposal 5)
 - b) Elections (Proposal 6)
10. Special presentations
11. Closing of the meeting (Proposal 7) Private meeting between the Board and the Commissioner

Minutes of the 7th Annual General Meeting
of the Erie St. Clair/South-West French Language Health Planning Entity
held on June 13, 2017
at the Holiday Inn Select Windsor,
1855 Huron Church,
Windsor, ON
N9C 2L6

1. Opening of the AGM

Nil Parent, President of the Board, declared the 7th AGM of the Erie St. Clair/South-West French Language Health Planning Entity open at 5:58 and welcomed all attendees. He then proceeded to ask each attendee to introduce themselves.

2. Quorum reached

	Present	Absent	Absent for a reason
Nil Parent	<u> X </u>	<u> </u>	<u> </u>
Paul Lachance	<u> X </u>	<u> </u>	<u> </u>
Didier Marotte	<u> X </u>	<u> </u>	<u> </u>
Gabrielle Pascoe	<u> X </u>	<u> </u>	<u> </u>
Gerardo Castro	<u> X </u>	<u> </u>	<u> </u>
Joanne Lachance	<u> X </u>	<u> </u>	<u> </u>
Jocelyne Bouffard	<u> </u>	<u> </u>	<u> X </u>
Marie Dorval	<u> X </u>	<u> </u>	<u> </u>
Adrien Bézaire Jr	<u> X </u>	<u> </u>	<u> </u>
Jean-Pierre Cantin	<u> X </u>	<u> </u>	<u> </u>
Members of staff			
Jacques Kenny	<u> X </u>	<u> </u>	<u> </u>
Yvan Poulin	<u> X </u>	<u> </u>	<u> </u>

Guests

Diane Lavallée, Suzy Doucet-Simard, Dan Simard, Jean-Marc Boisvenue, Paul Levac, Geneviève Gorman and Daniel Richard.

3. Reading and adoption of the agenda

Adrien Bézaire Jr, seconded by Gerardo Castro, proposed that the agenda of the 7th AGM of the Erie St. Clair/South-West French Language Health Planning Entity be adopted as circulated.

All in favour

Adopted

4. Statement of conflict of interest

N/A

5. Reading and adoption of the minutes of the 6th Annual General Meeting of June 14, 2016

Didier Marotte, seconded by Paul Lachance, proposed that the minutes of the 6th Annual General Meeting of the Erie St. Clair/South-West French Language Health Planning Entity be approved as presented.

All in favour

Adopted

6. Questions arising from the minutes

No questions.

7. Presentation of the report by the independent auditor of March 31, 2017.

The President asked the Treasurer to present the Annual Financial Report, who then asked Yvan Poulin to present the report. Yvan Poulin proceeded to do so and described the highlights of the report which was presented to the Board on June 13, 2017. A discussion ensued. A member asked why telecommunications dropped from \$8 504.00 to \$3 293.00. A question was also asked about why there was no amount indicated in the statement of results in the area of net assets at the beginning and at the end of the financial year. Also, in the same statement of results, a word was misspelt for the surplus of income over expenses, which should be corrected. It was also requested that a representative of the accountant's firm be present at the next Annual General Assembly.

Following this presentation and discussion,

Paul Lachance, seconded by Joanne Lachance, proposed that the report of the external auditor for the year ending March 31, 2017 be adopted as circulated with the modifications mentioned above, i.e. words misspelt and answers to questions for the next regular meeting of the Board.

All in favour

Adopted

8. Confirmation of the independent auditor for fiscal year 2017 – 2018.

The proposal was presented at the regular meeting of April 2016.

Didier Marotte, seconded by Jean-Pierre Cantin, proposed that the Hyatt Lassaline firm be retained as the Entity's external auditor for the financial year ending on March 31, 2018, for a fee of \$ 4, 850.00 plus taxes. There was also a fee of \$750.00 for the preparation and submission of tax reports.

All in favour

Adopted

9. Election

Didier Marotte, seconded by Paul Lachance, proposed that **Nil Parent and Adrien Bézaire Jr** be confirmed as individual members of the Board of the Entity for the second year of a second term ending at the 2018 Annual General Meeting.

Joanne Lachance, seconded by Jean-Pierre Cantin, proposed that **Gerardo Castro** be confirmed at the Entity's Board as an individual member for the London area, for the second year of a first two-year mandate ending at the 2018 Annual General Meeting.

Paul Lachance, seconded by Marie Dorval, proposed that **Mr. Didier Marotte** be confirmed to the Entity's Board as a community member representing the Centre communautaire francophone Windsor-Essex-Kent (CCFWEK) Inc., for the second year of a fourth two-year mandate ending at the 2018 Annual General Meeting 2018.

Gerardo Castro, seconded by Marie Dorval, proposed that **Gabrielle Pascoe** be confirmed at the Entity's Board as a community member representing the Centre communautaire La Girouette of Chatham Kent for the second year a first two-year mandate ending at the 2018 Annual General Meeting.

Adrien Bézaire Jr, seconded by Jean-Pierre Cantin, proposed that the following persons be confirmed to the Entity's Board for the first year of a third two-year term ending at the 2018 Annual General Meeting.

Jocelyne Bouffard representing the Centre culturel Jolliet of Sarnia

Joanne Lachance representing the Providence Catholic School Board

Paul Lachance individual member

Marie Dorval individual member

Gerardo Castro, seconded by Joanne Lachance, proposed that **Jean-Pierre Cantin** be confirmed at the Entity's Board as the community member representing the Centre Communautaire Régional of London (CCRL) for the second year of a first two year term ending at the 2018 Annual General Meeting.

All in favour

Adopted

10. Presentation of the report on achievements

Jacques Kenny made a presentation on the successes and achievements in the area of French language services over the last 6 years.

11. Presentation on the work of the Regroupement des Entités on the provincial level

Diane Lavallée made a presentation on the achievements and the provincial impact of the Regroupement des Entités and the Alliance des Réseaux de santé.

12. Special presentations

Jacques Kenny and Nil Parent made a presentation to Jean-Marc Boisvenue to mark his retirement.

Jacques Kenny made a presentation to Diane Lavallée to thank her for her work within the Regroupement des Entités and the Alliance des Réseaux over the last six years.

13. Closing of the AGM

Paul Lachance, seconded by Marie Dorval, proposed that the 7th Annual General Meeting of the Entity be closed at 7:35 on June 13, 2017.

All in favour

Adopted

**Nil Parent
President**

**Jacques Kenny
Executive Director**

Message from the President

We have already reached the second year of the second mandate of the French Language Health Services Planning Entities. How time flies!

Over the last few years, the governing bodies of the Entities met once a year to discuss common issues, priorities and achievements. These meetings, which previously were aimed mainly at getting people to know each other, have turned into work meetings and collaboration opportunities, since it is through working together on various provincial issues that we can also advance our regional issues more rapidly.

So, through conference calls, annual meetings, common communications, participation in forums, we have collaborated on topics as varied as participation in the revision process of the Ontario Regulation 515/09, linguistic identification on the health card and provincial elections. The governing bodies of the Entities have thus managed to increase their sphere of influence at the provincial level, while keeping a close eye on local and regional activities and priorities.

Another example of collaboration between the governing bodies of the Entities is the common challenge in the area of the identification of Francophones. Collecting data is helpful. How many providers are able to offer French language services? How many service providers actively recommend offering services in French? How many Francophones request services in French where are they available and widely advertised? Collaboration among Entities has led to the launch of a data gathering project among providers, as well as the creation of an inventory of French speaking human resources within those providers. This project has been completely endorsed by the Ministry and we are proud of it.

A considerable amount of work has been carried out and a lot of progress has been made. We are starting to see some results, but we should certainly not stop at this stage, thinking that all has now been achieved.

Last but not least, I would like to mention the participation and collaboration of all the trustees. Without their support, nothing could have been achieved. I would also like to thank Mr. Nil Parent, Mrs. Jocelyne Bouffard, Mr. Adrien Bézaire, Mrs. Joanne Lachance and Mrs. Gabrielle Pascoe for their long years of service as members of the Board of Trustees of the Entity. We will miss them greatly.

My thanks also go to the members of the frontline team, Jacques, Paul and Yvan, who worked tirelessly to advance our cause. Finally, thank you, dear Francophones, for your faithful support. The information and advice that you provide to us on a regular basis are extremely helpful in our efforts to improve French language health services in Ontario.

Paul Lachance
Board Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR

The Ontario *2016 Patients First Act* includes some structural changes to the health care system that will help patients and their families access the health care they need more rapidly and closer to home. These changes to the system will lead to a more localized health care system, better integrated and offering patients superior quality care.

These structural changes include better localization of the planning aspect of the health care system, in order to better meet the unique health care needs of each Ontario community. This means that the Local Health Care Integration Networks, in our case the Erie St. Clair and South West LHINs, will play a more important role, in order to ensure that each member of the community receives the care he/she needs, within the needs of each particular community.

This is part of the [Patients First: Health Care Action Plan](#), which increases access to care, reduces wait times and improves patients experience. Once these structural changes are fully implemented, the Ontario Health Care system will be better able to meet the needs of the population, since planning will be carried out at the local level. Patients will enjoy care which will be easier to access, easier to navigate, better coordinated, more open and responsible. For the Francophone community, this means better access to more French language services.

Each LIHN has established at least one Patient and Family Advisory Committee, in order to ensure that local communities have a strong voice and that the perspective of the patients is included in the local health care planning process. The health needs of local populations will also be addressed thanks to an official collaboration between the LHINs and their local health councils.

In the case of the South West LHIN, the Francophone community is already well represented. The South West LHIN is divided into five sub-regions: Grey Bruce, Huron Perth, Oxford, Elgin, and London-Middlesex. The latter is located in a designated area, so French language services are a priority there. Two Francophones were chosen to play a key role as members of the Integration Table and leaders of this sub-region; Mr. Stéphane Ouellet, who represents Francophones, and Mr. Jean-Pierre Cantin, who represents all patients, families and care givers in this sub-region. The Entity is proud to have been able to participate in the process which led to the selection of these two individuals.

The South West LHIN has also created an Advisory Committee, the South West LHIN Health System Renewal Advisory Committee, mandated to provide system-wide advice concerning Patients First, the Integrated Health Services Plan and future strategic priorities for the South West LHIN. The Entity participates on this committee in order to present the point of view of Francophones within the South West LHIN area.

Each LHIN must comply with the *French Language Services Act* for the planning, design, provision and evaluation of services. This means that French language services will be better integrated within your health care services.

The Erie St. Clair LHIN, divided into six sub-regions, is also introducing changes in order to better meet the needs of communities in its own catchment area. We have focussed much more on the South West LHIN, since our AGM takes place here in London.

As you can see, many changes are occurring within the health care system. I think we should welcome these changes in order to review the way we operate, and to seize these opportunities to improve the French language health care system and the services offered.

Some changes have also been introduced within the Entity. We have welcomed a new planning officer in London, Mr. Paul Levac, who has rapidly and successfully integrated our small team, playing a key role within several activities and promising projects. Over the last six years, the Entity team has been very stable, Paul being the first new team member who joined since the very beginning.

Also, our Board of Trustees is welcoming three new members. We are proud to be able to rely on their expertise and thank them for having accepted to help us out with our efforts.

On a last note, I would like to mention our close collaboration with our colleagues from the LHINs. Without their support, we would not be able to progress.

Thank you also to the members of the Board of Trustees for their vision and their support, and thanks also to our planning officers for their tireless work.

Jacques Kenny
Executive Director



Financial Statements

Entité de planification des services de santé en
français Erié St. Clair/Sud-Ouest

March 31, 2018

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Independent Auditor's Report

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To the Members of
Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest

We have audited the accompanying financial statements of Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest, which comprise the statement of financial position as at March 31, 2018, and the statements of operations and changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the organization's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independent Auditor's Report (continued)

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 Erié St. Clair/Sud-Ouest as at March 31, 2018, 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.

Other matter

The financial statements of Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest for the year ended March 31, 2017, were audited by another auditor who expressed an unmodified opinion on those statements on June 13, 2017.

Windsor, Canada
May 24, 2018



Chartered Professional Accountants
Licensed Public Accountants

**Entité de planification des services de santé en français Erié
St. Clair/Sud-Ouest**

Statements of Operations and Changes in Net Assets

Year ended March 31

2018

2017

Revenues	\$ 438,056	\$ 424,907
Expenditures		
Employee benefits	47,195	48,828
Insurance	2,285	2,234
Office	4,270	5,584
Miscellaneous	15,432	14,606
Board of directors	1,660	1,199
Public relations	26,886	22,985
Non-refundable portion of HST	4,450	4,660
IT, software and licences	25,182	9,251
Rent	18,836	20,993
Subcontract	66,161	58,404
Mail, courier and telecommunication	3,698	3,293
Salaries	229,463	232,870
	445,518	424,907
Deficiency of revenues over expenditures	\$ (7,462)	\$ -
Surplus, beginning of year	\$ -	\$ -
Deficiency of revenues over expenditures	(7,462)	-
Deficiency, end of year	\$ (7,462)	\$ -

**Entité de planification des services de santé en français Erié
St. Clair/Sud-Ouest
Statement of Financial Position**

March 31	2018	2017
Assets		
Current		
Cash	\$ 13,108	\$ 3,854
Harmonized sales tax recoverable	<u>21,005</u>	<u>47,678</u>
	<u>\$ 34,113</u>	<u>\$ 51,532</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 25,425	\$ 32,658
Unearned revenue (Note 3)	-	11,023
Government remittances payable	<u>16,150</u>	<u>7,851</u>
	41,575	51,532
Net Assets		
Unrestricted net assets	<u>(7,462)</u>	<u>-</u>
	<u>\$ 34,113</u>	<u>\$ 51,532</u>

Commitments (Note 4)

On behalf of the board

_____ Member _____ Member

Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest

Statement of Cash Flows

Year ended March 31	2018	2017
Increase (decrease) in cash		
Operating		
Deficiency of revenues over expenditures	\$ (7,462)	\$ -
Change in non-cash working capital items		
	26,673	(40,472)
Accounts payable and accrued liabilities	(7,233)	13,111
Unearned revenue	(11,023)	626
Harmonized sales tax	<u>8,299</u>	<u>27,925</u>
Increase in cash	9,254	1,190
Cash		
Beginning of year	<u>3,854</u>	<u>2,664</u>
End of year	<u>\$ 13,108</u>	<u>\$ 3,854</u>

Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest

Notes to the Financial Statements

March 31, 2018

1. Nature of operations

Entité de Planification des Services de Santé en Français Erié St. Clair/Sud-Ouest is a non-profit organization with the mandate to provide French access to a complete range of quality care and health services to all Francophones in the area of the local health integration network (LHIN) Erié St. Clair and South West. The organization was incorporated September 13, 2010 under the Companies and Associations Act of the Province of Ontario as a not-for-profit organization under the Income Tax Act and as such is exempt from taxes under the Income Tax of Canada.

2. Significant accounting policies

Basis of presentation

These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFPO).

Revenue recognition

The organization follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the period in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Tangible capital assets

Tangible capital assets are not recorded on the balance sheet. During the year, tangible capital asset purchases totaling \$17,532 (2017 - \$4,779) have been expensed. Tangible capital assets with a total historical cost of \$56,988 have not been presented on the balance sheet.

Contributed services

Because of the difficulty of determining the fair value of volunteer services, contributed services are not recognized in the financial statements.

Use of estimates

The preparation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from management's best estimate as additional information becomes available in the future. Areas of significant estimates include accrued liabilities.

Entité de planification des services de santé en français Erié St. Clair/Sud-Ouest

Notes to the Financial Statements

March 31, 2018

2. Significant accounting policies (continued)

Financial assets & liabilities

Initial measurement

Upon initial measurement, the organizations's financial assets and liabilities are measured at fair value, which, in the case of financial assets or financial liabilities that will be measured subsequently at amortized cost, is increased or decreased by the amount of the related financing fees and transaction costs. Transaction costs relating to financial assets and liabilities that will be measured subsequently at fair value are recognized in operations in the year they are incurred.

Subsequent measurement

At each reporting date, the organization measures its financial assets and financial liabilities at amortized cost (including any impairment in the case of financial assets).

With respect to financial assets measured at amortized cost, the organization assesses whether there are any indications of impairment. When there is an indication of impairment, and if the organization determines that during the year there was a significant adverse change in the expected timing or amount of future cash flows from the financial asset, it will then recognize a reduction as an impairment loss in operations. The reversal of a previously recognized impairment loss on a financial asset measured at amortized cost is recognized in operations in the year the reversal occurs.

3. Unearned revenue

Unearned revenue represents contributions from the LHIN received but not spent at year end. This amount will be recognized in revenue when the related expenditures are made or services are offered. The amount deferred is to be spent on the completion of projects outstanding from the current year.

4. Commitments

The organization has a lease in Windsor, maturing in 2021, for the rental of space at the rate of \$12,000 per year. They also have second lease in London, maturing in 2019, for the rental of space at the rate of \$9,300 per year.

The organization has a contract with JLM studio to produce a video which is scheduled to be completed by June 2018. The total contract with JLM is valued at \$23,690.

5. Comparative figures

Comparative figures have been adjusted to conform to changes in the current year presentation.

**Entité de planification des services de santé en français Erié
St. Clair/Sud-Ouest**
Notes to the Financial Statements
March 31, 2018

6. Economic dependence

During the year, all of the revenue was derived from LHIN contributions. The economic dependence results from the fact that the viability of the organization would be affected by the loss of these revenues. It is stipulated in the agreement with the LHIN that contributions are subject to a final determination. In the case that the LHIN would make an adjustment to this amount, the difference would be accounted for during the period in which the adjustment occurred.

7. Financial instruments

The organization feels it is not exposed to any significant risks or concentrations of risk.

The Erie St. Clair/South West French Language
Health Planning Entity

Your Proud Ambassador of French Language
Health Services in Erie St. Clair/South West

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A Word from the President

In January 2012, the Board of Directors, together with the team of the Erie St. Clair/South West French Language Health Planning Entity, developed a strategic plan to guide the primary actions of the organization. This planning exercise was principally based on the necessity to gain a better understanding on the status of French language health services availability in its territory as well as the needs of the Francophone community.

As President, I would like to applaud the excellent work of the Entity team in implementing the strategic plan. The different surveys and studies realized over the years have enabled the gathering of evidence to support the team efforts. I also want to thank the Francophone community for its unwavering support and its remarkable participation in our activities and consultations. Without it, it would have been very difficult for us to fulfill our mission and to make relevant recommendations to the LHINs.

We are pleased to present to you this document that provides an overview of the progress achieved in increasing French language health services since the inception of the Entity. Dear fellow Francophone citizens, you can count on us. The work that was started will continue in the coming years in order to increase the well-being of the Francophone community by expanding the range of French language health services offered by health service providers.

Nil Parent
President

A Word from the Executive Director

As the Entity's founding Executive Director, I am proud to acknowledge all the progress made with regards to health services in French in our large territory. In 2011, when we were given the mandate to advise the Erie St. Clair and South West Local Health Integration Networks (LHINs) regarding health services in French, both in terms of supply and demand, there was a lot to do.

From then on, we focused our attention on gathering the required evidence, engaging the Francophone community to better understand their challenges and their needs, and raising awareness among health service providers that, until then, weren't really aware of the presence of Francophones in the territory. We used all platforms at our disposal to promote health equity for Francophone communities and Francophone newcomers.

Today, we invite you to browse through this document to learn more about some health successes for Francophones on our territory who can now rely on enhanced primary care services, home services for

seniors, mental health services and chronic disease self-management workshops. The promise is made: we will continue building on these solid foundations and working towards the same goal.

In closing, I would like to sincerely thank the health service providers, the Erie St. Clair and South West LHINs and their French Language Services Coordinators. Without their support, the team could have not achieved all these successes. We share a common goal of improving and increasing health services in French for the Francophone community, and this has allowed us to achieve the projects highlighted in this report. There is undoubtedly a lot of work still to be done, but we will slowly get there.

Jacques Kenny
Executive Director

Six years working for health services in French in Southwestern Ontario

The Entity was created in 2011 in response to the *Local Health System Integration Act, 2006*, and was given the mandate to promote the interests of the Francophone community with respect to the planning and supply of health services in French. Since then, the Entity team has worked on communicating the health needs of the 35,000 Francophones living across its vast territory of close to 22,000 km², and identifying opportunities as well as promising initiatives to improve the delivery of health services in French, in collaboration with its partners and health service providers.

Speaking on your behalf, the Entity sees to it that the Francophone perspective is taken into consideration in the delivery of health services to the community. With our extensive knowledge of the health needs of the Francophone communities, we closely collaborate with the Erie St. Clair and South West LHINs and health service providers in order to advise and support them with the development health services in French.

The formal mandate of the Entity arises from the enforcement of the *Local Health System Integration Act, 2006*. It consists of submitting recommendations to the Erie St. Clair and South West LHINs regarding a variety of matters, namely:

- Methods of engaging the Francophone community in the area;
- the health needs and priorities of the Francophone community of these areas, including the needs and priorities of diverse groups within that community;
- the health services available to the Francophone community in the area;
- the identification and designation of health service providers for the provision of French language health services in the area;
- strategies to improve access to, accessibility of and integration of French language health services in the local health system;
- the planning for and integration of health services in the area.

In 2012, the Board of Directors initiated an important strategic planning process that led to the adoption of the following Entity vision and values.



During this process, we also confirmed our priorities where we would concentrate our efforts to mobilize partners and health service providers in order to increase the delivery of health services in French based on the needs of the Francophone community. The top priorities retained are:

- *primary health care services in French;*
- *mental health and addiction services in French;*
- *health services in French for seniors;*
- services for Francophone individuals living with *chronic diseases*.

The basis of this strategic plan – the vision, values and priorities – illustrate well our aspirations and our commitment to work on improving access to health services in order to increase the well-being of the Francophone community on our territory.

Together we go further

The Entity is well aware that health services in French is an important topic for all Francophones living in Ontario. Health services in French are a province-wide issue and need to be addressed through joint and consistent positions. This is why, since the very beginning, we have been working in synergy with the other Entities and French Language Health Networks to increase our impact on issues of common interest and provincial scale.

In 2012, the Entities and the Networks entered into a formal collaboration structure known as the *Régroupement des Entités et Alliance des Réseaux de l'Ontario* ("Network of Entities and Networks") with the goal of collectively pursuing strategic opportunities and influencing the advancement of French language health services throughout the province. Our Entity is an active part of this collaboration.

The "Network of Entities and Networks" organized three Forums on French language health services in Ontario. These forums served as a platform for bringing together French language health services stakeholders, and significantly contributed in building a mutual understanding of various challenges and identifying promising common solutions.

For example, the 2013 forum helped to develop a Joint Position Statement on the Linguistic Variable with the intention of raising the awareness of policymakers on the necessity to establish evidence on Francophones and their needs in order to ensure a more comprehensive planning of health services in French. The 2015 forum resulted in the development of a Joint Position Statement on the Active Offer of French Language Health Services in Ontario. The principle of an active offer applies to all health services available in French on a permanent and regular basis and proactively offered, meaning that these services are clearly announced, visible and easily accessible at any time by the Francophone population. The active offer not only respects the principle of equity, but strengthens the capacity of the Ontario health system to offer services that are linguistically and culturally adapted to the needs and priorities of Francophones, which are crucial factors for the safety of patients as well as the evaluation of the quality of a service received.

Several other accomplishments and initiatives are in progress, including the issue of the identification and designation of health service providers for the delivery of health services in French, the key role that Entities can play in this process and the support they can offer to the LHINs and providers in order to facilitate the implementation of a French language service plan.

In spite of the fact that health services in French in Ontario faces many challenges at the provincial level, we continue to offer our support and to work with the other Entities and Networks to advance the strategic issues for the Francophone community.

Over the next pages, we invite you to take a closer look at the work of the Entity and the advancements realized in terms of health services in French in your region. These advancements are the result of working in partnership with the LHINs and various service providers. The collaboration of members of the Francophone community is important and allows us to better understand your health needs and to suggest solutions adapted to these needs.

Successes in health services for Francophones

The Entity has shown leadership over the past six years. It initiated numerous dialogues, collected data and conducted studies to identify the needs of the Francophone community. These studies allow us to raise awareness among service providers and mobilize them, and establish strong arguments that demonstrate the merits of the delivery of health services in French to serve the Francophone population in our region.

For instance, we have launched in 2012, a large-scale survey to update our understanding of the health status and needs of the Francophone community. With a response of more than 1,200 people of all ages and horizons residing on our territory, the survey has shown that the Francophone population on our territory is increasingly aging, is more likely to carry excess weight and suffer from obesity, and live with an uncomfortable level of stress on a daily basis. These elements all have concrete impacts on the health and well-being. Yet, we know that only a small number of Francophones have access to information in French and health services offered in French are still unknown or hardly available.

Networking, a powerful approach to advance understanding

The Entity has neither the mandate nor the capacity to offer health services in French. Our mission is to raise policymaker and provider awareness about the needs of Francophones. Therefore, consultation and networking play a major role in our daily activities.

Over the years, we have made ourselves a place, with the assistance of the Erie St. Clair and South West LHINs French Language Services Coordinators, in an impressive number of committees and groups, which serve as a stepping stone to bring the Francophone perspective in the development of health programs and services.

The linguistic dimension is particularly important because of the vulnerability of the patient seeking services. It has been demonstrated that the possibility to communicate in one's language and receive linguistically and culturally adapted care are fundamental to increasing the rate and speed of recovery.

For that reason, we try to have an influence on the decision-making and the development of the offer of health services in French by raising the awareness of strategic stakeholders, demonstrating the needs and the added value of an active offer of health services in French, organizing meetings and facilitating the development of partnerships between providers and Francophone community organizations and institutions.

We also serve as resource experts to providers by providing them with data and information on the Francophone community, and informing them about the needs and most promising methods of service delivery. This support is not only appreciated by providers, but it is also essential to ensure the development of a relevant offer of services.

Even though networking is a long-term endeavour, we firmly believe that each of our contributions translates into results, like seeds that sprout and bear fruit. The fruits, in this case, are the advancements realized in terms of health services, which are of great benefit to the Francophone community on our territory.

Taking action towards primary care accessibility for all Francophones

One of the great challenges in health services for Francophone minority communities consists in establishing a link between supply and demand. In fact, on our territory, the supply of health services in French is very limited and unknown, while the demand is extremely varied and spread out on a vast territory. Let's add to that, the additional challenge that many Francophones still hesitate to ask for their services in French. In the absence of an active offer, the common reflex remains to accept a service in English, which may not meet the needs and sometimes even jeopardize the safety of the patient.

To address this reality as much as possible, the Entity made recommendations to the Erie St. Clair and South West LHINs in order to bring change in health service providers' practices. Among the recommendations was the necessity to identify the bilingual human resources, their expertise, as well as the users' preferred language.

The Entity also recommended to reinforce the supervision of providers identified for the provision of health services in French in order to ensure that they implement their French language services plan. We are pleased to see that the Erie St. Clair and South West LHINs closely monitor and work with identified providers in the development of their French language services plans.

Since its creation, the Entity supported many initiatives and promising projects intended to improve primary care accessibility. These include the Welcoming Communities initiative led by the *Réseau Franco-Santé du Sud de l'Ontario* (The French Health Network of Central Southwestern Ontario). This initiative aims at attracting bilingual interns to the region in order to facilitate recruitment and retention of bilingual human resources in health services and raise provider awareness about the added value of having bilingual health professionals. The Erie St. Clair and South West LHINs also supported the initiative by promoting it among identified providers.

An offer of integrated services at the Francophone community service hub of Windsor

The creation of the Francophone community service hub in Windsor is a great success for Francophones who can, from now on, find under one roof a diverse range of social and health services offered in their language.

In collaboration with the Erie St. Clair LHIN, the Entity has been supporting for a few years now two organizations in the designation and development process of their offer of services in French. During discussions, the idea began to form to consolidate services under one roof in order to ensure a continuity in the offer of French services, strengthen interdisciplinary synergies and provide users with integrated services that will facilitate referrals, follow-ups and the development of a coordinated service plan.

As Lydia Fiorini, Executive Director of the Sexual Assault Crisis Centre explained:

“We wanted to build upon our individual capabilities in providing services in French by uniting our strengths and creating a hub of social and health services where a multitude of services would be available. There is now a continuous and active offer of services in French from the reception and registration to direct services.”

The Francophone community service hub in Windsor (also called the Bilingual Hub) opened its doors in 2015. In addition to primary care provided by a bilingual nurse practitioner, a position funded by the Erie St. Clair LHIN, the hub also hosts the following organizations:

- Windsor-Essex Bilingual Legal Clinic;
- Family Services Windsor-Essex;
- Sexual Assault Crisis Centre (SACC);
- Financial Fitness.

Windsor Francophone residents can now have access, through the hub, to health services, social services, legal services and women's support services. The Entity is very pleased to have been able to contribute to the realization of this wonderful project for the Francophone community.

A French nurse practitioner at the service of Pain Court community

The Entity's commitment to enhance the capacity of providing health services in French surfaced furthermore in 2013, by their support to the initiative put forward by the Erie St. Clair LHIN, aimed at hiring a bilingual nurse practitioner to serve Francophones in Pain Court.

With the assignment of a bilingual nurse practitioner in that region, the well-being of an entire community was improved. This is particularly important for seniors who, due to the removal of the language barrier, can now fully participate in their health care, as indicated by Ms. Marthe Dumont, French Language Services Coordinator at the Erie St. Clair LHIN.

This success demonstrates the positive impact of the initiatives and dialogues promoted by both the Entity and the LHINs' coordinators in order to raise provider awareness about the importance of valuing bilingual human resources. The recognition of this added value is crucial in the health services sector.

We are proud of the headway made in terms of accessibility of primary care in French for the Francophone community in Pain Court. With our partners, we will continue our efforts with other providers in order to promote exemplary practices and provide them with tools to develop their French language capacity.

Taking action towards a better quality of life for Francophone seniors

The Francophone population on the Entity's territory is aging. This phenomenon intensifies with passing years since the median age of Francophones in 2013 was 50.8 years, which is ten points over the median age of the total population of 40.1 years.

Bilingualism rate is lower among Francophone seniors who feel more comfortable expressing themselves in French. This is rather alarming considering the small proportion, and even the nonexistence, of health services in French for Francophone seniors in this region.

However, since its inception, the Entity has multiplied its efforts to inform stakeholders about the growing needs of Francophone seniors on its territory. Since 2012, through many meetings with partners and providers, it strongly promotes the creation of day programs for Francophone seniors and the establishment of a French wing in a long-term care home. While the results have not yet met expectations, the population remains hopeful to reach a positive outcome.

Additionally, the Entity conducted in 2014 a study to learn about the service and housing needs of Francophone seniors, and results clearly showed that there is currently an unmet need in the region. On the entire Entity's territory, there is only one senior residence that can accommodate independent and semi-independent Francophone seniors, and it is the Résidence Richelieu in Windsor with its 51 units. In

addition, this is the only region in Ontario that does not have space in its long-term care homes with adapted services to meet the needs of Francophone seniors.

Birth of the first program of home care services in French

One of the Entity key initiatives consisted in creating a sociogram to determine where Francophone seniors could be found on its territory. This study allowed us to confirm the presence of a strong concentration of Francophone seniors in a Windsor neighbourhood. With these results, the Entity had strong arguments to approach providers in order to develop home care services for Francophone seniors.

The Entity's efforts, with the support of the Erie St. Clair LHIN, were rewarded with the creation of the first home care services program for Francophones, which began in January 2016. This program is available at *Résidence Richelieu* thanks to a partnership with Assisted Living Southwestern Ontario (ALSO), that has recognized the needs of Francophone seniors and mobilized to hire bilingual human resources to meet the needs of this population. It only took one week for the program to reach its full capacity, confirming both the extent of Francophones' needs and the appropriateness of the investment made by ALSO. It should be noted that ALSO is preparing to expand the program.

It should also be mentioned that the nurse practitioner from the Francophone community service hub now comes once a week to support the ALSO staff in serving Francophone seniors at *Résidence Richelieu*. Her visits are always welcomed with great joy by Francophone seniors.

In the sector of health services in French, it takes perseverance to keep things moving forward. This is one of the components of the Entity's mandate: to identify and share opportunities with its partners and providers. In the meantime, it is appropriate to celebrate advancements, no matter how small they may seem, because they are part of a much larger vision for the future and they give us the courage to continue moving forward.

We are very happy that this great achievement can now serve as a best practice to foster the development of similar initiatives in the South West LHIN.

Taking action for the better health of Francophone newcomers

In Southwestern Ontario, the proportion of Francophone newcomers is continually expanding. For that reason, the Entity is participating on various committees to highlight barriers faced upon arrival by this population group to obtain health services in French. In Southwestern Ontario, French is the first official language spoken by more than 6,000 newcomers, who account for approximately 21% of the Francophone population in Windsor and 25% of the Francophone population in London.

The Entity continually strives to raise service provider awareness so that they systematically include the linguistic perspective at the onset of any initiatives or development of health services.

A multilingual clinic for our Francophone immigrants

On the eve of welcoming almost six hundred Syrian refugees in the Windsor-Essex region, the Entity collaborated with the LHIN and providers, by participating, among other things, on the Health Equity for Newcomers and Immigrants (HENI) Committee of Windsor-Essex, to identify services as well as specialty and language skills required by health professionals to serve the needs of this population. In doing so, the Entity's interventions helped providers understand the importance of ensuring the availability of French-speaking staff in the development of services, and promoting an active offer of services in French for newcomers.

The primary care multilingual clinic for immigrants opened in May 2016. It is operated by the Victorian Order of Nurses of Canada (VON) Windsor-Essex. Health services are available mostly in English, French and Arabic, and include care for immediate health issues, comprehensive medical screening and temporary primary care services, in addition to referrals to other health professionals for medium and long-term management.

For Jon Jewel, Manager of Business Development and External Relations at the Victorian Order of Nurses of Canada (VON), the Entity made an important contribution by providing data on the needs of Francophones and Francophone newcomers, which, in turns, contributes in gradually filling existing gaps in French language services.

The Entity is pleased to have taken part in this initiative. Until now, 87 Francophone newcomers, which is more than 10% of the clinic's clients, have had access to health services in French, making their arrival and integration in Southwestern Ontario much easier.

Taking action towards improving mental health services in French

Since its inception, the Entity has been continuously working to foster the development of mental health services in French on its territory. We have offered multiplied activities to increase awareness about the linguistic dimension. In mental health services, language is critical and serves as a key diagnostic tool. For that to happen, bilingual human resources are required to meet the needs of Francophones.

In 2011, we were already making recommendations to the Erie St. Clair and South West LHINs asking for the development of French language services plans by identified mental health providers. We have also fostered many discussions with funding agencies and providers to find solutions to serve the Francophone community, including the development project of a virtual platform for Francophones.

We continue to represent the Francophones on all platforms available to us, to share their needs in terms of mental health and addiction services, to raise policymaker and provider awareness about the need to integrate the linguistic dimension prior to the development of programs and services offered to the population.

A Mental Health Telemedicine Service in French

In 2013, our efforts were rewarded by the implementation of a mental health telemedicine service in French provided by Addiction Services Thames Valley (ADSTV). With the South West LHIN's support, the Entity was deeply involved in the project advisory committee to inform the process, ensuring needs were known and promoting French resources available to support the continuity of the project.

This new service allows Francophones to receive mental health and addiction services in French, through phone and video consultations as well as referrals, as needed, to available services and programs and Francophone mental health professionals to ensure a continuity of the services.

The first system navigator reported how pleased clients were to be able to communicate in French without having to search for their words or having to make a formal request for services in French.

For Linda Sibley, Executive Director of ADSTV, the support her team received from the Entity facilitated the linkages with Francophone organizations and institutions in order to ensure the promotion and the continuity of the service. It is through these new partnerships that ADSTV was able to attract bilingual interns, who then became employees, contributing in expanding their capacity to serve the Francophone community.

Increased human resources

Thanks to the Entity's networking, the Francophone perspective is also expanding at the Centre for Addiction and Mental Health (CAMH) of Middlesex which has increased its capacity to offer services in both languages at its Crisis Centre with the hiring of two bilingual social workers.

In addition, the CAMH of Middlesex launched a bilingual initiative called "Reach Out / À l'écoute", a 24-7 hotline, offering information and crisis intervention for people living with mental health and/or addictions challenges. The professional staff also provide referrals to available resources in the community.

Mental health remains an important priority for us and our partners. Through our participation on various groups and committees, we continue our efforts to raise provider awareness about the importance of being able to offer services in both official languages since language is fundamental in mental health services in establishing a good diagnosis and a safe tailored treatment plan.

Taking action to provide our Francophone communities with the required tools to manage chronic diseases

Living with a diagnosis of chronic disease and permanent pain is unfortunately the reality for many Francophones on our territory. The survey conducted by the Entity has shown that almost 40% of Francophone respondents live with a health issue that affects their daily life. The most common chronic diseases within our communities are arthritis, heart diseases and diabetes. These diseases definitely have an impact on the quality of life and the well-being of affected individuals.

The Entity team wanted to quickly identify ways to provide concrete assistance and tools to members of our Francophone community who were living with these health challenges. Among a wide range of initiatives that we have supported over the years, we are especially proud of the multiple French workshops that were offered across the territory.

These workshops allowed us to reach several hundred Francophones, to inform them and raise their awareness on a number of topics, such as pre-dementia, chronic disease self-management, promotion of active living and how to get the most out of your medical appointment.

A passion that continues...

In the sector of health services in French, we know better than anyone that you should never minimize the relevance of modest beginnings, but rather celebrate each step forward, however small or big, because it contributes to gradually increasing the offer of services to the Francophone community.

On more than one occasion, we have witnessed how each meeting and each discussion are important and contribute in raising policymaker and provider awareness, fostering reflection, highlighting opportunities and strengthening synergies that allow health services in French to expand in new directions for the benefit of the Francophone community.

The Entity is particularly proud to have been your ambassador for the expansion of the French health services on our territory over the past six years. We have invested many thousands of hours to advance health services in French. We are happy with the progress made and synergies created with our partners

and providers that have allowed us to improve the accessibility of health services in French in Southwestern Ontario.

We are well aware of the scope of this daunting mission towards health equity for the Francophone community, and we will continue to look for opportunities to increase awareness of local health service providers and create new partnerships with them in order to meet the growing health needs of our community.

We will maintain our efforts so that Francophones can witness the expansion of various services that will meet their evolving needs. We hope that, over time, our Francophone seniors will be able to enjoy day programs, better home care services and one or more long-term care homes with services that meet their needs. Access to primary care and mental health services will also remain an important priority in the coming years. We will continue to support initiatives aimed at training, attracting, integrating and retaining bilingual human resources, and foster linkages between providers and post-secondary institutions in order to strengthen the availability of bilingual human resources in the health system on the Entity's territory.

ACTIVITY REPORT 2017-2018

This last year has been busy with activities that allowed the Entity to carry on working, concentrating on two of its four priorities, more specifically, seniors and mental health. The issue of immigrants and newcomers has become more important as well as the delivery of French language health care services. All these questions have been dealt with so that quality health care services could be offered to the community as a whole.

The Entity participated actively on the Health Equity Newcomers and Immigrants (HENI) Committee, in order to provide quality services to French speaking new immigrants. It should be noted that a representative of the Entity sits on the Executive Committee. The Entity is also a member of the Windsor Essex Local Immigration partnership (WELIP). This is how we can ensure that the Francophone perspective is always taken into consideration.

Seniors have always been a first priority. The Entity participated in several fairs and activities specifically concerning seniors and will continue to do so. The Entity also participated in a research project on French language services provided to seniors in a minority situation. This research was carried out by the University of Ottawa.

The Entity participates throughout its territory at regular meetings of the Franco Info Concertation Tables in Windsor and London. This way, many professionals become aware of needs in the area of French language health care services.

Mental health is always included in our work. The Entity participates actively at the French Mental Health and Addictions System Network Table. We ensure that French language mental health care services continue to develop.

The question of the active offering of French language health care services is looming larger and larger. The Entity participated in the launch of a Regional Francophone Community Health and Social Services Hub in London and works together with the French Health Network of Central Southwestern Ontario to create a community of practice of bilingual health care professionals.

In order to support the active offering as well as the importance of health care services provided in French, a series of videos have been produced on this topic. They will be presented to the public and to providers. This project is carried out in partnership with our two Local Health Integration Networks (LHINs). This project will be finished during the current year.

Finally, a large province wide project has been launched in the area of data collection on the use of French language services and the workforce available. This project will also be finished next year.

A busy year... And our work goes on!

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