

# Annual Report

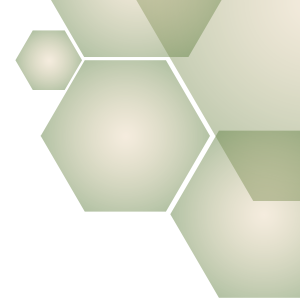
2024-2025



EXCELLENCE  
TRANSPARENCY  
ACCOUNTABILITY  
COLLABORATION

**Entité**   
ÉRIÉ ST.CLAIR/SUD-OUEST

*French Language Health  
Planning Services*



# Mission, Vision, Values

## Mission

Thanks to its knowledge of the healthcare sector and the needs of the Francophone community, the Erie St. Clair/South West French Language Health Planning Entity advises and supports Ontario Health West in the provision of French-language health services.

## Vision

Better access to quality French-language health services.

## Values

- Excellence
- Transparency
- Accountability
- Collaboration



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# Message from the Chair and the Executive Director

We are pleased to present the results of our work during the 2024-2025 financial year. The Board of Directors and the Entité 1 team are committed to engaging the various francophone communities and partners through a well-rounded stream of activities.

The historic transformation of the healthcare system, which was launched in 2019 by the Ontario government, has continued to evolve over the past year. While we have seen some very encouraging progress and improvements overall, the healthcare system is still facing several challenges that require sustained investment to address the needs of the francophone population. Among other things, the shortage of qualified and trained bilingual human resources remains a key challenge facing many health service providers who want to ensure the provision and continuum of health services in French in Southwestern Ontario.

With the ongoing transformation of the healthcare system, Entité 1 has continued to adapt to this ever-evolving reality. It has been able to advance its work plan and support health service providers in their desire to offer healthcare services in French.

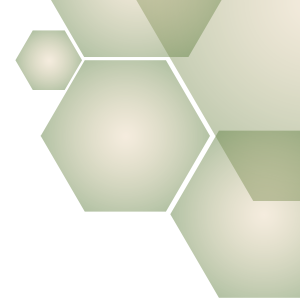
Entité 1, along with our valued colleagues at Entité 2, and with the support of many community partners who are part of our Communities of Practice for Bilingual Professionals and Providers, we have sought over the past year, to engage leaders, professionals and community members over the past year through a series of workshops and events as part of our 'Regional Awareness Tour on the Supply, Use and Active Demand of French-Language Health Services'. The tour was made possible through joint funding from Ontario Health West and Groupe Desjardins. You can also view a [promotional video](#) made possible by Groupe Desjardins.

The tour culminated in a major event that was held in the London on October 29, 2024. The plenary session brought together more than 160 participants, including health service providers, Francophone leaders, bilingual professionals, community members as well as decision-makers.

This past year has enabled our operational team to collaborate and build closer ties with operational team members from Entity 2, with whom we share the Health Ontario West geographical region. One region, two entities with similar objectives and challenges, we continue to work and plan together to advance the expansion of French-language health and wellness services for Francophones in our respective regions.

Entité 1 is an active member of 4 Ontario Health Teams (OHT) operating within the 4 designated regions for French Language Services (FLS) (Windsor-Essex, London, Chatham-Kent and Sarnia). Supported by its Board of Directors and operating team, Entité 1 has been able to adapt and meet the challenges and continue its efforts to highlight the needs for Francophones greater access to French-language health services that meet their needs. The adoption of French Language Services action plans by the local health teams in the Chatham-Kent and Windsor-Essex regions bears witness to the desire and willingness of these Ontario Health teams to include the offering of health services in French among their priorities.





# Message from the Chair and the Executive Director (cont.)

Additionally, the Board of Directors is eagerly awaiting the results of the evaluation of health planning services which was initiated by the Ministry of Health in 2023. In August 2024, the Board of Directors obtained an Order from the Minister of Health announcing that the current mandate of the French-language health services planning entities would be extended until August 31, 2025. This fourth extension since 2020 was meant to allow for the completion of the French-language health services planning evaluation process initiated by the province in July 2023. Regardless of these ongoing delays, Entité 1 remains committed to delivering on its planning and community engagement mandate, this, despite the uncertainty caused by the delay in tabling the final report on the current evaluation.

The Board of Directors and its operating team would like to thank the members of the Francophone communities and organizations as well as its provincial francophone partners such as the Assemblée de la Francophonie de l'Ontario (AFO) and Hôpital Montfort for their tireless support. These valued partners are committed and willing to share their knowledge, wisdom, expertise, resources and services for the benefit of the francophone community. Without the commitment of the Francophone community, it would be impossible for us to achieve our mandate.

Together, we will succeed in ensuring that the French-language health services coveted by the francophone community members are indeed offered to the entire community. Together for the health and well-being of our community.

**Paul Lachance | Chairman of the Board**

**Paul Levac | Executive Director**

# Board of Directors 2024–2025, Operational Team, and Contact Information

## Board of Directors 2024–2025

**Chair :** Paul Lachance  
**Vice-Chair :** Joseph Bisnaire  
**Treasurer :** Didier Marotte  
**Secretary :** Marie Dorval  
**Director :** Flory Muanda  
**Director :** Gerardo Castro  
**Director :** Yves Mainville  
**Director :** Tanya Tamlilo  
**Director :** Vacant  
**Director :** Vacant

## Our Team

**Executive Director :** Paul R. Levac  
**Planning Officer:** Ayah Karra-Aly  
**Planning Officer :** Franck Kashila Tshunza



## Contact Information



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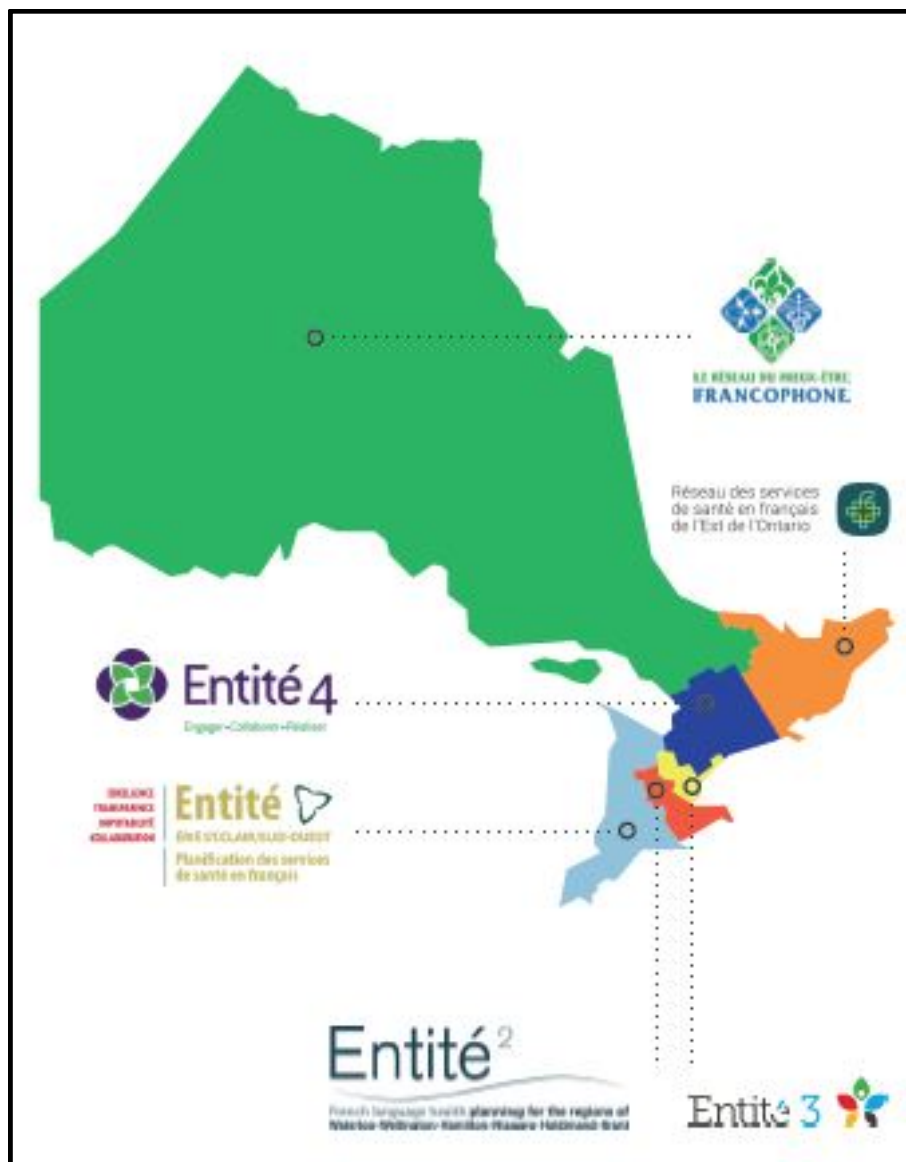
[www.entite1.ca](http://www.entite1.ca)

# Our Mandate and Areas of Focus

Entité 1 is the French-language health services planning entity that serves the Erie St. Clair (ESC) and South West (SW) regions within the Ontario Health West sub-region.

Entité 1 is one of six French Language Health Planning Entities (FLHPEs). Individually and collectively, the FLHPEs:

- Are mandated by the Ministry of Health and Long-Term Care (MOHLTC)
- Operate under the 2019 Connecting Care Act
- Are governed by a Board of Directors made up of volunteers representing members of the Francophone community across our various regions



# Our Mandate and Areas of Focus



## OUR STRENGTHS

- Understanding the needs of our Francophone communities
- Support for health service planning
- Collaboration with service providers to develop French-language health services (FLHS)
- Support for health service providers in developing FLHS
- Achieving real improvements for Francophone patients and their families
- Relationships with Ontario Health and Ontario Health West
- Knowledge of the community



## OUR MANDATE

Providing advice to Ontario Health by the Entity on the following matters:

- Methods for engaging the Francophone community in each of its service regions
- Health needs and priorities of the Francophone community in each of its regions, including the needs and priorities of the diverse groups within that community
- Health services offered to the Francophone community in its service regions
- Identification and designation of health service providers for the delivery of French-language health services in its service regions
- Strategies to improve access to French-language health services, including their availability and integration into the local health system
- Planning and integration of health services in its service regions

# Our Work and Results for 2024–2025

## DATA COLLECTION OF FRENCH-LANGUAGE SERVICES

In 2024–2025, Entité 1 continued its collaboration with Ontario Health West in the Erie St. Clair and South West regions, actively supporting 35 identified and partially designated providers in the submission, review, and validation of their annual French-language health services (FLHS) reports via the new Ministry platform.

As part of the annual French Language Services (FLS) reporting process, an information session was organized by Entities 1 and 2 on **June 12** to support health service providers (HSPs) in the Ontario Health West regions with the preparation and submission of their reports, as well as the 20 designation criteria. This interactive session allowed HSPs to ask questions in real time, clarify certain issues, and receive targeted guidance to ensure their reports complied with Ministry requirements. Additionally, eleven follow-up meetings were held with Ontario Health West to ensure the smooth running of the review and validation process and to collaboratively and effectively address challenges raised by HSPs.

This work, focused on compliance and continuous improvement, enabled the collection of key data to better understand the needs of Francophones, identify priorities, and develop and implement work plans and strategies aimed at strengthening the active provision of FLS in the region.



# Our Work and Results for 2024–2025

## SUPPORT FOR HEALTH SERVICE PROVIDERS

As part of the 2024 regional awareness tour on the active offer, use, and demand for French-language health services (FLHS), funded by the Desjardins Group and Ontario Health West, Entities 1 and 2 closely collaborated to support health service providers and strengthen their capacities regarding FLHS.

Ongoing efforts have been made—and continue—to directly assist these health service providers by providing essential advice and resources in order to improve the quality of services offered to Francophones. Targeted direct support was also provided to four identified providers (Windsor Regional Hospital, Family Services Windsor Essex, CMHA Thames Valley, London Health Sciences Centre) to optimize their French-language service offerings and help them better meet their obligations and requirements regarding FLHS.

The plenary session on October 29 marked the culmination of this awareness tour, bringing together **164 participants**. It highlighted available resources such as the Accès Équité platform, the two Communities of Practice respectively for bilingual professionals (CPPB) and service providers (CoP), training on the active offer of FLHS, linguistic and cultural sensitivity, and more.

The report presents best practices and concrete actions to improve access to FLHS and guide providers' planning for active offer.





# Our Work and Results for 2024–2025

## NAVIGATION OF FRENCH-LANGUAGE HEALTH SERVICES

Navigating the health system remains a major challenge for Francophone communities due to the complexity of the system and language barriers. In 2024–2025, Entité 1, in close collaboration with our colleagues from Entité 2, supported and continues to participate in three provincial navigation committees: **Santé811, the Regional Patient Navigation Committee for the West region, and 211 Ontario**. We have actively promoted these digital tools through our various communication platforms, such as social media, infoletters, and our website.

In the same context, Entité 1 worked closely with the local health teams in the designated regions of London and Windsor-Essex within local navigation working groups (9 meetings), to ensure that the Francophone perspective is fully integrated into their navigation strategies

These initiatives aim to facilitate access to care and services to promote a continuum of services for Francophones.



# Our Work and Results for 2024–2025

## COMMUNITY OF PRACTICE FOR BILINGUAL PROFESSIONALS (CPPB)

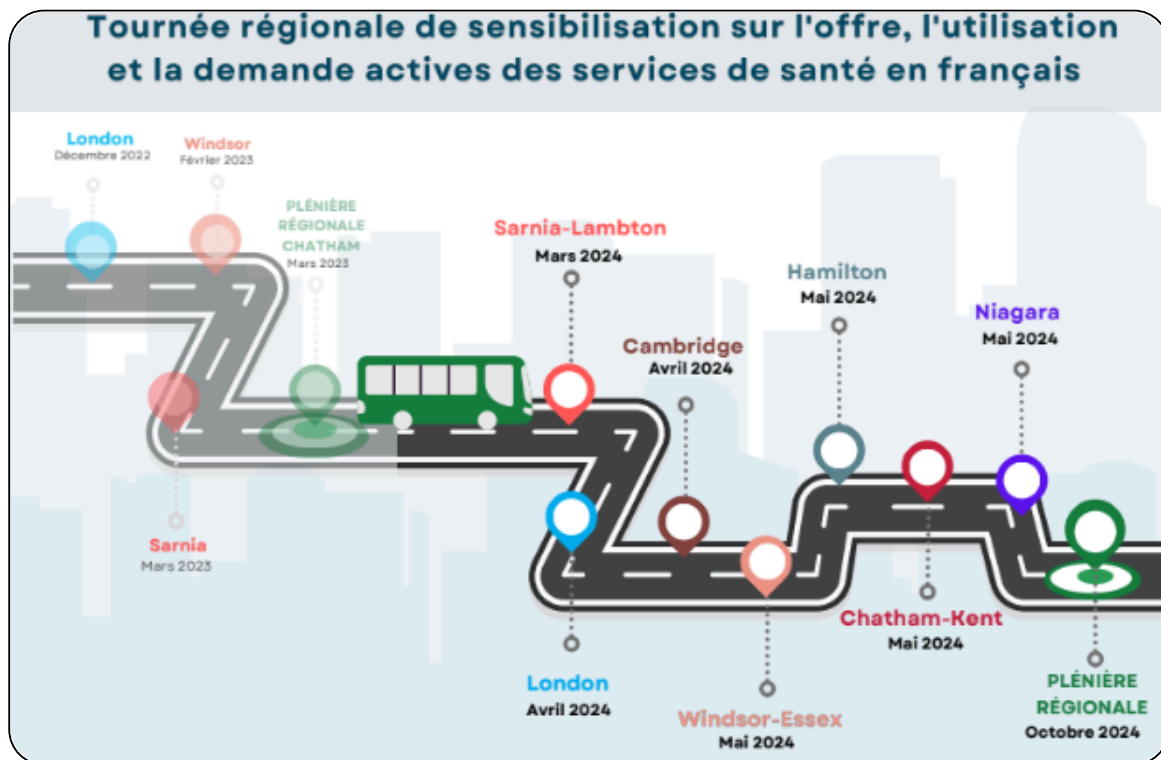
The Community of Practice for Bilingual Professionals (CPPB) is a key virtual platform hosted on Healthchat, designed for professionals working in health, social services, mental health, addiction, and wellness fields. It fosters cross-sector networking by creating a space conducive to exchanges, sharing expertise, and collaboration among bilingual professionals. Through its forum and announcement features, the platform helps reduce isolation, strengthen members' sense of belonging, and encourage their engagement in the active offer of French-language health services (FLHS).

Building on the success of the awareness tour conducted in 2022–2023 with service providers in the territory of Entité 1, and thanks to funding from Desjardins Group with the support of Ontario Health West, the 2024 regional tour was expanded to the entire Ontario Health West territory it shares with its colleagues from Entité 2, through our two communities of practice. In addition to the active offer, the tour addressed issues related to the demand for and use of French-language health services.



# Our Work and Results for 2024–2025

## COMMUNITY OF PRACTICE FOR BILINGUAL PROFESSIONALS (CPPB) (CONT.)



A total of 25 engagement sessions were organized with 414 participants, distributed as follows:

8

with health service providers

14

with the francophone community

3

with the Ontario Health Teams

These sessions were a crucial step in developing a shared vision for the regional health system. The insights gathered will inform future planning and serve as a foundation for better service coordination.

# Our Work and Results for 2024–2025

## COMMUNITY OF PRACTICE FOR BILINGUAL PROFESSIONALS (CPPB) (CONT.)



Regional Plenary, October 29, 2025, in London



The regional plenary on the active offer, use, and demand for French-language health services, initiated by Entities 1 and 2, is the result of close collaboration between their two respective communities of practice: one for health service providers (CoP HSP) and the other for bilingual professionals (CPPB). The plenary session, held on October 29, brought together **164 participants** from across the Ontario Health West region. The tour report has been drafted, reviewed, and is in the process of being finalized. Its release is planned for the first quarter of the 2025–2026 fiscal year.

**22** health service providers  
**15** bilingual professionals  
**52** leaders and community representatives  
**21** partners  
**20** managers of organizations  
**34** other participants

The tour report has been written, reviewed, and finalized. You can access the report by clicking [here](#).

# Our Work and Results for 2024–2025

## COMMUNITIES OF PRACTICE FOR BILINGUAL PROFESSIONALS (CPPB) AND HEALTH SERVICE PROVIDERS (COP HSP)

### Collaboration Framework between Entities 1 and 2

A collaboration framework has been established between **Entities 1 and 2**, based on joint initiatives and a detailed shared work plan. This collaboration aims to coordinate the efforts of both entities to maximize the impact of their actions and address the needs of Francophone communities within the Ontario Health West geographical region.

### Promotion and communication

The promotion of our two collaboration platforms and initiatives continues actively through our communication channels to ensure the continuous improvement of French-language health services (FLHS).



**Community of Practice for Bilingual Professionals (CPPB)**



**Community of Practice for Health Service Providers (CoP HSP)**



# Our Work and Results for 2024–2025

## ONTARIO HEALTH TEAMS (OHT)

This year, Entité 1 strengthened its support for the eight Ontario Health Teams (OHTs) in its territory by adopting a collaborative and strategic approach. Special attention was given to the **four designated regions** to better target actions and respond more effectively to the specific needs of the Francophone population. Through over 80 working meetings, advisory committees, equity, diversity, and inclusion groups, as well as governance committees, we contributed to integrating the Francophone perspective into regional health priorities.



The French-Language Services (FLS) action plan, jointly developed by Ontario Health West and Entité 1, building on the initial work of the FLS working group of the Chatham-Kent OHT, is a strategic tool to guide the concrete implementation of the active offer. This innovative and structured framework provides Ontario Health Teams (OHTs) and their partners/members with clear benchmarks to sustainably integrate FLS into their practices. It represents an inspiring model that can be adapted and used by other teams within the Ontario Health West territory.

After its official adoption within the Chatham-Kent OHT in June 2024, **it was presented to and adopted by the Windsor-Essex OHT on November 7, 2024.**

New synergies have also been established with local teams and their leadership. This increased collaboration enables better integration of Francophone considerations into regional initiatives. For example, the Windsor-Essex OHT is currently undertaking the translation of its website into French, a concrete step toward better accessibility.

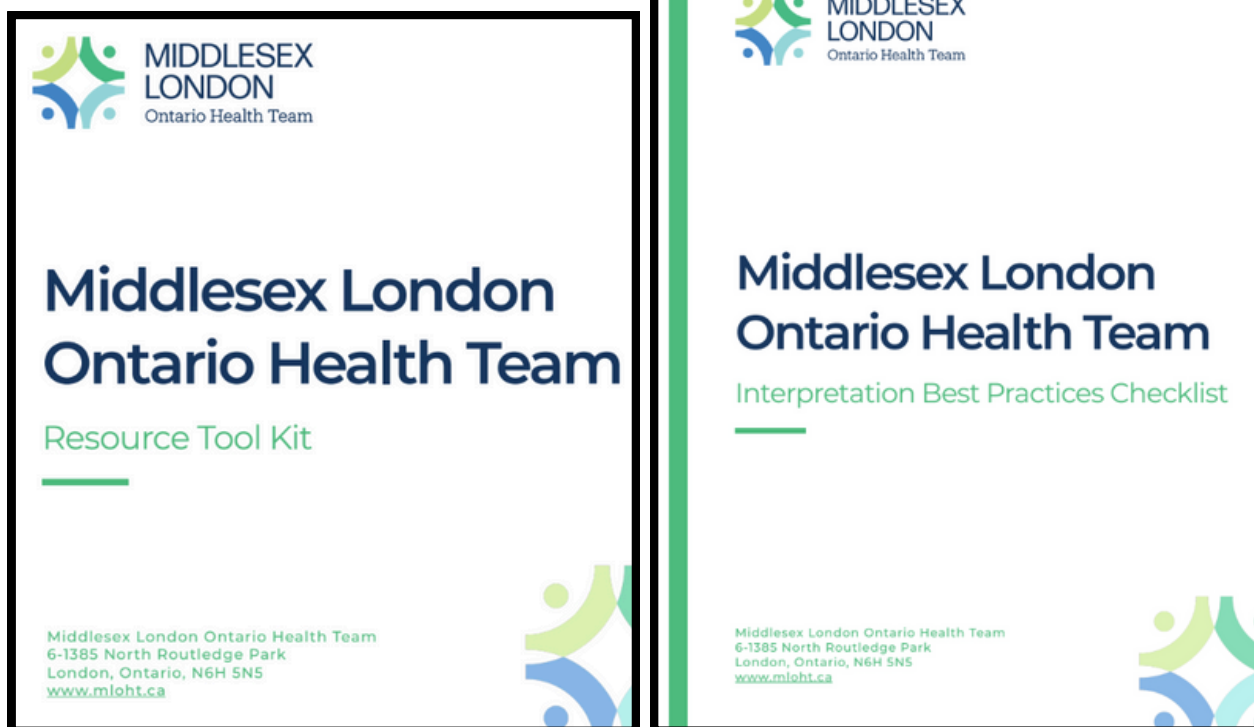
Discussions are currently underway with other Ontario Health Teams in the region, notably those in Middlesex and Sarnia-Lambton, to encourage wider adoption of the FLS action plan model during the next fiscal year. These efforts aim to ensure a coherent and structured approach to the active offer at the regional level.



# Our Work and Results for 2024–2025

## ONTARIO HEALTH TEAMS (OHT) (CONT.)

Entité 1 collaborated actively participating in various working groups focused on equity, diversity, and inclusion. Under the leadership of the Middlesex-London OHT and in collaboration with Accès Franco Santé London (AFSL), LHSC, the Middlesex London Local Immigration Partnership (ML LIP), Collège Boréal, and the London Cross Cultural Learner Centre, Entité 1 contributed to the creation of a **toolkit** accompanied by a **checklist of best practices in interpretation**. Designed to be adaptable to various contexts, this resource aims to support internal discussions about the linguistic needs of diverse patient/client populations, highlight evidence and experience-based best practices, and strengthen organizational capacity. It thus helps ensure professional, safe, and inclusive communication in service delivery.







# Community Engagement


Community engagement on the health of Francophone populations is a key factor in strategic planning and in improving the health and well-being of our communities. By targeting interventions tailored to specific needs, this engagement fosters acceptance and trust in the initiatives undertaken.


With this in mind, our sustained efforts with community partners and Francophone populations in the regions served, aim to ensure that French-language health service planning aligns with identified needs and priorities. Our strategies and actions help guarantee the relevance and effectiveness of implemented initiatives, to optimally meet the expectations of our communities.


In 2024-2025, Entité 1 continued its mobilization efforts by closely collaborating with community organizations and participating in several initiatives aimed at strengthening the well-being of Francophone communities, with a total of **39 meetings and 11 community engagement activities**:


- 

Organization, in collaboration with Ontario Health West (OHW), of an **information session** with **45 participants** from Black communities to present the results of the 2022 consultations, the Provincial Plan for the Health of Black People, and ongoing initiatives (Friendship Bench project, creation of a Regional Network for Black Health, etc.).
- 

Information session on the LHSC and St. Joseph's London program titled "**Virtual Care 101**" in London, gathering **45 participants**.
- 

Facilitation of educational **presentations on women's health** in partnership with the Windsor-Essex-Kent Francophone Community Centre (CCFWEK), notably at the Francophone Teen Centre at Carrefour Francophone in Windsor and as part of the ANNA/PANA program at l'Essor Secondary School.
- 

Participation in the **official launch of Accès Franco-Santé Sarnia**.
- 



Participation in the **Black Communities Health and Wellness Fair in London**, focused on exchanges with experts and access to resources addressing health issues affecting these communities.
- 

The **Franco-Ontarian flag raising** in our territory.



# Consultation Tables and Regional Initiatives

Throughout the year, Entité 1 renewed its commitment to the Francophone communities within its territory. It actively participated at various consultation tables and strengthened its strategic collaborations with various regional partners to foster greater synergy and a stronger impact. These efforts aim to advance issues related to health equity and the well-being of Francophones, as well as contribute to the improvement of French-language services.

REGION	INITIATIVES AND CONTRIBUTIONS
London-Middlesex	<ul style="list-style-type: none"><li>• Accès Franco Santé London<ul style="list-style-type: none"><li>◦ Ongoing support for the implementation of the work plan and a new health navigation initiative for Black communities.</li><li>◦ Review of governance documents (Terms of Reference, Memorandum of Understanding, Vision, and Mission).</li><li>◦ Contribution to the strategic report on future directions, with an external consultant.</li></ul></li><li>• Participation in the TFRSMD/FMHASNT and support for the CMHA TV’s “Shelter of Support” initiative through an advisory committee.</li><li>• Active engagement in several community tables (CFA London, Table Franco-info).</li></ul>
Sarnia-Lambton	<ul style="list-style-type: none"><li>• Accès Franco Santé Sarnia (AFSS)<ul style="list-style-type: none"><li>◦ Preparation and organization of the official launch (March 20), including support to the team leader for planning and implementing the work plan.</li><li>◦ Participation in the steering committee.</li><li>◦ Finalization of the Memorandum of Understanding (MoU) and Terms of Reference (ToR), pending approval (Q1 of the next fiscal year).</li></ul></li><li>• Support for local immigration groups and initiatives (ROFSL, CLIFSL).</li></ul> <div></div> <p>Photos: Official launch of AFSS</p>



# Consultation Tables and Regional Initiatives

REGION	INITIATIVES ET CONTRIBUTIONS
Windsor-Essex/ Chatham-Kent	<ul style="list-style-type: none"><li>Engagement within community tables (WELIP, CLIFWECK, Table Franco-info).</li><li>Participation in working groups on equity, FCC diversity, and inclusion (PFAC).</li></ul>
Regional / Multi-territory	<ul style="list-style-type: none"><li>Promotion of cultural and linguistic sensitivity training, the Accès Équité platform, training on active offer, Ontario Structured Psychotherapy, One Stop Talk, etc.</li><li>Active participation in regional working groups (Santé811, Regional Black Health Network, FARFO, HEAT, Sickie Cell Table, etc.).</li><li>Reflection days organized by AFO.</li><li>Promotion of well-being and social integration of the racialized Francophone LGBTQIA/2S community in Toronto and Ottawa.</li><li>Launch of the Five-Year Strategic Plan for Francophone Early Childhood in Ontario, organized by the Association francophone des services à l'enfance de l'Ontario.</li><li>Information session "Winning Strategies," organized by RSSFE.</li><li>Forum on improving access to French-language healthcare in the Greater Toronto Area by Entities 3 and 4.</li></ul> <div></div> <p>Photo: Forum on Improving Access to French-Language Healthcare</p>



# Financial Statement

## ENTITÉ DE PLANIFICATION DES SERVICES DE SANTÉ EN FRANÇAIS ÉRIÉ ST. CLAIR/SUD-OUEST

### STATEMENT OF OPERATIONS AND CHANGES IN NEGATIVE NET ASSETS FOR THE YEAR ENDED MARCH 31, 2025

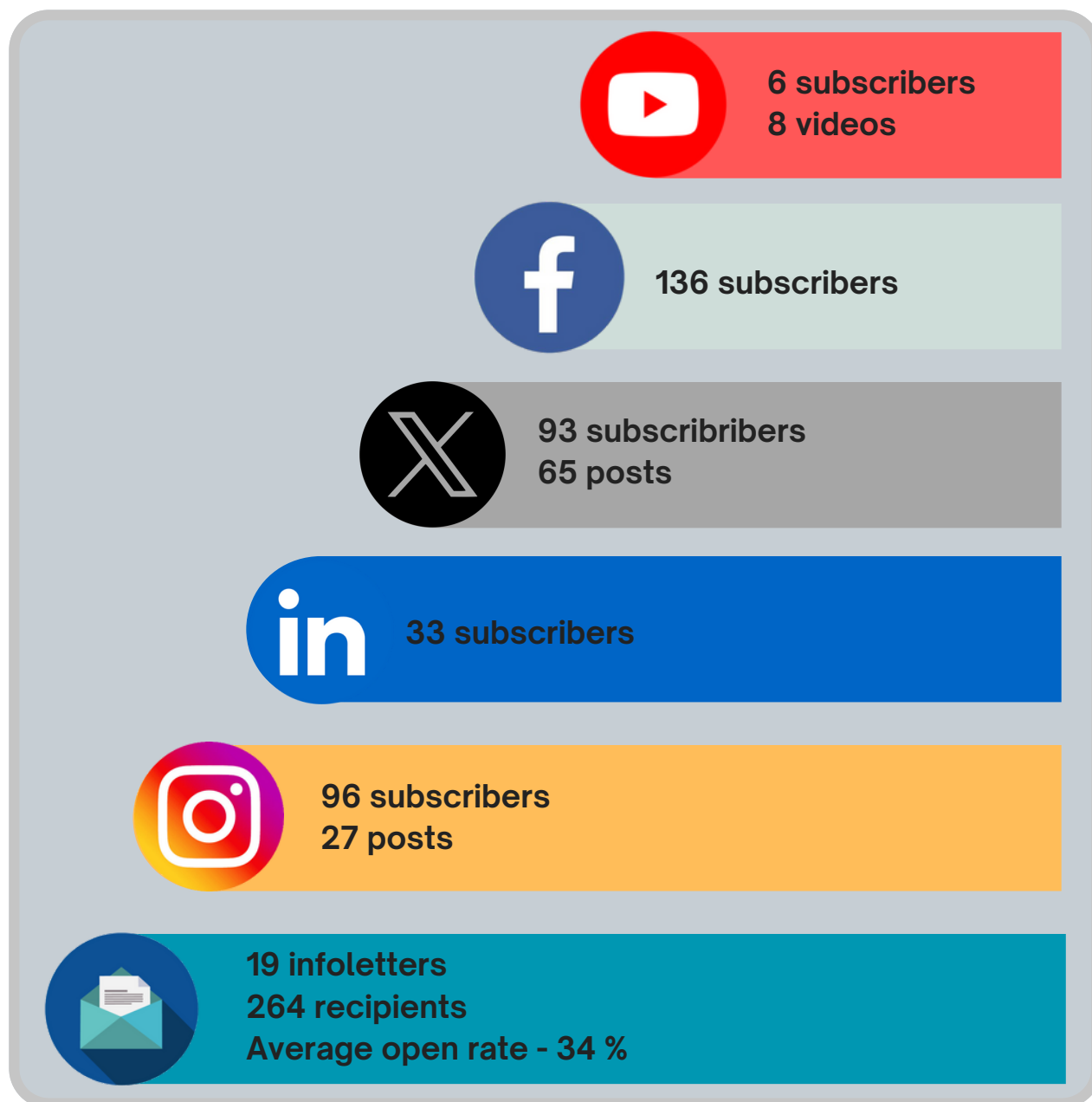
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	2025	2024
<b>REVENUES</b>		
Ontario Health contribution	\$ 425,533	\$ 425,532
Contribution from Desjardins	9,531	591
Other	24,075	9,600
	<b>459,139</b>	<b>435,723</b>
<b>EXPENSES</b>		
Salaries and benefits	329,030	296,466
Consultants and professional fees	37,357	47,744
Community outreach	28,757	5,916
Computer services	18,284	12,846
Project expenses	9,509	866
Travel expenses	7,292	2,295
Advertising and promotion	5,658	6,505
Telecommunications	5,290	5,477
Rent	3,622	4,693
Insurance	3,078	2,946
Board of directors	2,257	2,418
Training	2,170	2,212
Office supplies	1,273	844
Non-refundable GST/HST	-	2,251
Interest and service charges	108	71
	<b>453,685</b>	<b>393,550</b>
<b>REFUNDABLE EXCESS</b>	<b>5,454</b>	<b>42,173</b>
<b>REIMBURSEMENT TO ONTARIO HEALTH</b>		
Previous years	(5,319)	(42,554)
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>135</b>	<b>(381)</b>
<b>NEGATIVE NET ASSETS, BEGINNING OF YEAR</b>	<b>(381)</b>	<b>-</b>
<b>NEGATIVE NET ASSETS, END OF YEAR</b>	<b>\$ (246)</b>	<b>\$ (381)</b>

# Communication and visibility

The Entity has an online communication strategy to increase its visibility and that of the Francophone population in its region, as well as to strengthen the dissemination of information about French-language health services.

The table below illustrates the results from this year:





# Stay connected with us on social media

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