




**LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO**

Annual Report

2018-2019

How to use interactive features of this report

Hyperlinks leading to websites are identified by .

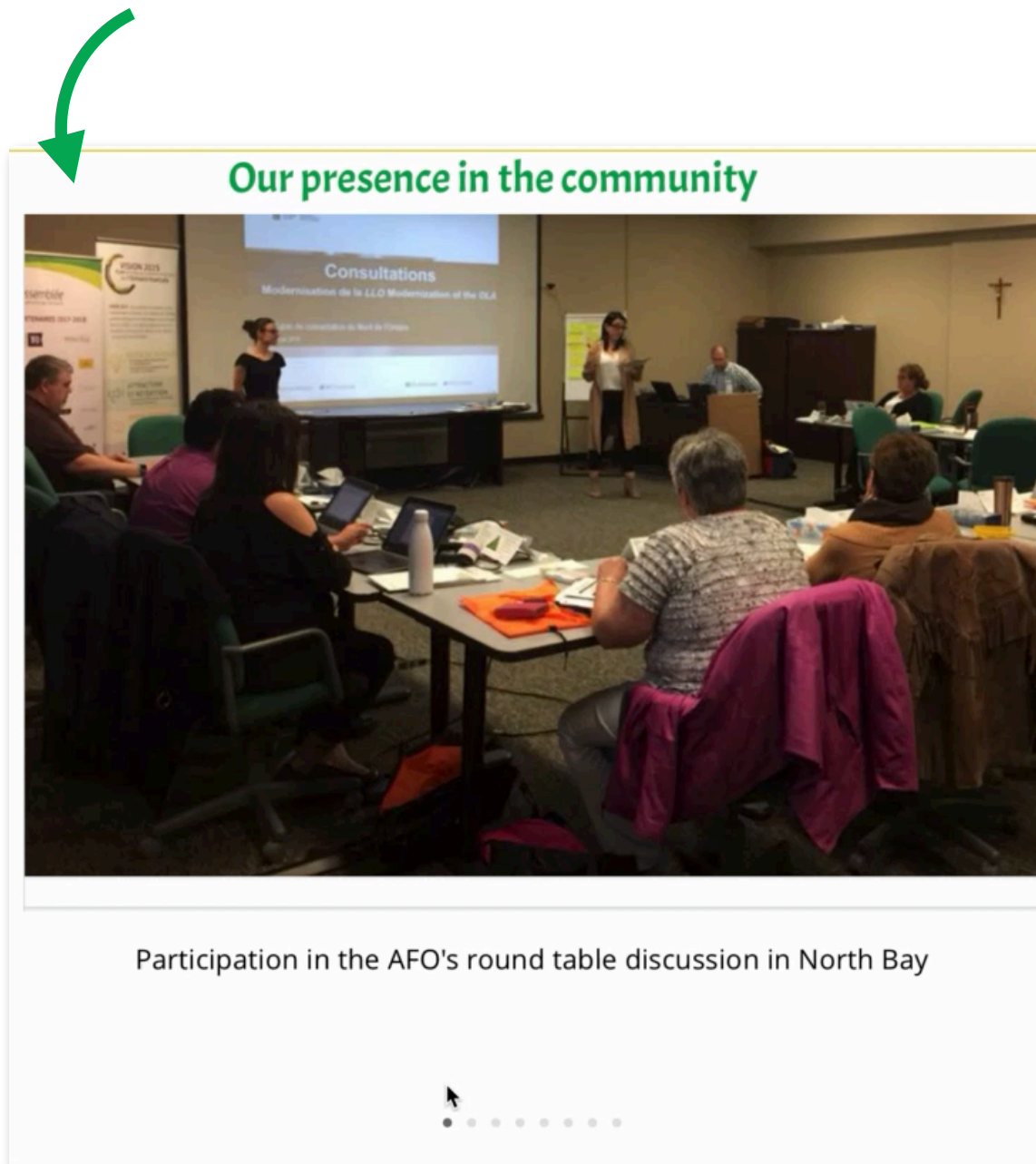


Integrated videos

Images with this symbol are videos that can be viewed within the report.



Photo galleries



Acronyms

AFO: Assemblée de la francophonie de l'Ontario
FLS: French language services
HSPs: Health services providers
LHIN: Local Health Integration Network
MOHLTC: Ministry of Health and Long-Term Care
NOSM: Northern Ontario School of Medicine
OHT: Ontario Health Teams
SSF: Société Santé en français

MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

The past year's accomplishments, as outlined in this annual report, are the result of a sustained collective effort. Our team of employees, our director, and partners worked together in order for us to achieve our strategic orientations and to position ourselves to become the key actor for Francophones in Northern Ontario in the health care system transformation. The Réseau also supported the Francophone community and the efforts of its various partners following the changes announced by the government last November to ensure that the needs of Francophones are met and to emphasize the importance of French language services.

We took advantage of our Board meetings being held in various regions across our territory to meet with our partners and share this message. This was also an opportunity for the members of the Board of Directors to become more familiar with the challenges of the different regions.

I was also the Réseau's representative and acted as Vice-Chair on the Board of Directors of Société Santé en français (SSF). The SSF works in close collaboration with the French health networks in each province and territory, to ensure better access to French language health care programs and services. Our presence serves to underline the importance of la Francophonie at every level of government.

Our projects and work in the field help pave the way to ensure equitable access to health care services in French throughout our territory. It is important to note the leadership shown by our Executive Director and her team in the positioning of the Réseau.

I would like to thank the members of the Board of Directors for their involvement and open-mindedness and for allowing the Réseau to continue to be a key actor with respect to

French language health care services in Northern Ontario.

Collin Bourgeois, Chair, Board of Directors



I am pleased to present our 2018-2019 annual report. This report is our method of informing and highlighting for the Francophone population and our funders, the many accomplishments of our team members who, day after day, contribute to the improvement and equity of French language health care services.

Our work at the provincial level and in the field is well-known and respected. This enables us to influence the system in order to promote the importance of French language health services in the transformation of the health care system.

Last year was marked by the announcement of major changes in the health care system with the passing of Bill 74, The People's Health Care Act, 2019. We are delighted to see that the new agency created under the law, Ontario Health, has an obligation to establish mechanisms for collaboration with the Francophone Health Planning Entities in the matters of engagement and French language service planning. Prior to the enactment of the Act, the Regroupement des Entités de planification sought to influence the proposed legislation by submitting a brief and appearing before the Standing Committee on Social Policy. The recommendations for improvements to Bill 74 related to French language health services shared by the Planning Entities and several other partners and key Francophone stakeholders had a positive impact in bringing about some of the desired changes in the Act. At the local level, the Act provides for the creation of Ontario Health Teams (OHT). The Réseau was involved in the process of preparing self-assessment submissions for each group of service providers wishing to become an OHT in the North, thus ensuring that French language health services were included in the planning of these teams. The Réseau worked relentlessly with the Ministry of Health and Long-Term Care, health service providers, and its partners, to ensure that Francophones were taken into account in the transformation of the system and the health care planning.

The annual report provides an overview of the magnitude of the work we accomplished this year with respect to active offer. Our interactive on-line training on active offer was a resounding success with 244 persons completing the training, 210 of whom were from Northern Ontario. As well, several providers in our territory implemented policies on active offer.

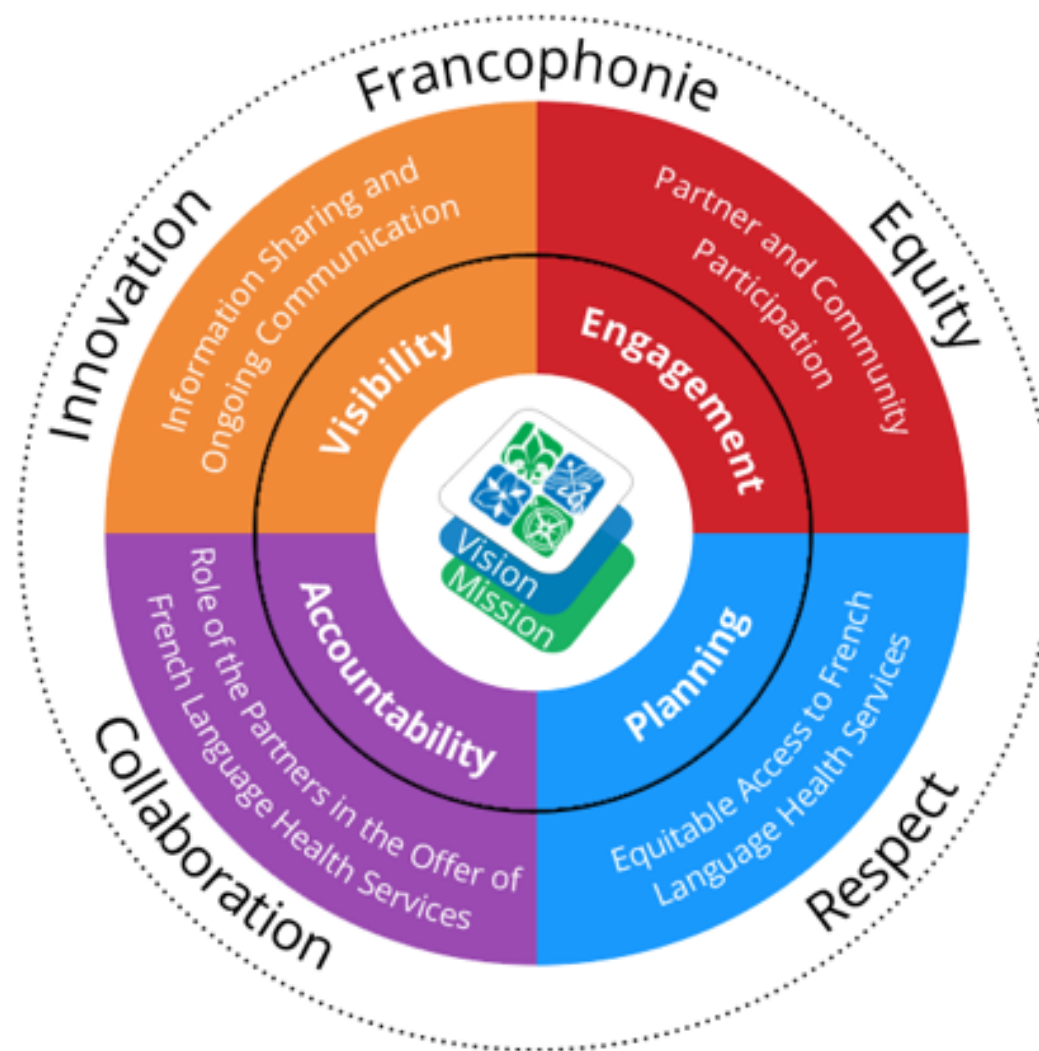
In conclusion, I am proud to announce our designation under the *French Language Services Act*, a long-awaited announcement for the Réseau's team who worked many hours to prepare the submission to the Ministry.

I would like to take this opportunity to thank and congratulate the Réseau's entire team for the quality of the work they performed. Thank you to the Board of Directors who, by their leadership and governance, were able to guide the Réseau during this past year in achieving its planned results. Finally, I wish to thank all our partners who supported us in our work.

Diane Quintas, Executive Director



Our 2016-2021 strategic objectives



Our values

Francophonie

Promote the Francophone culture and its regional characteristics.

Équity

Provide access to health services that respond to individual needs.

Respect

Act in a fair and impartial manner.

Collaboration

Build and enhance strategic partnerships.

Innovation

Be creative in the development and implementation of strategies.

VISIBILITY

1776 reactions, comments and shares



172 posts

4280 clicks on our posts

INFO Newsletter distributed to approximately 1,000 subscribers every 3 weeks.

28 newsletters, press releases and announcements shared

Examples of Facebook posts

Facebook

During the year, the Réseau was widely visible in the media due in part to the health care system transformation. The Entities were mentioned numerous times and several interviews with our Executive Director and those of other Entities helped to strengthen our role as intermediary for French language services during this period. This also brought about an increased awareness regarding the role of the Health Planning Entities among a larger public and facilitated collaboration with health service providers and all stakeholders throughout the system.

BULLETIN INFO NEWSLETTER

Le Réseau, en collaboration avec ses partenaires, planifie, réseauté et assure l'engagement de la communauté afin d'améliorer l'accès et l'équité à des services de santé en français.

Le Mardi 16 octobre 2018

English version follows

Actualités du Réseau



Gilles Marchildon, directeur général, Reflet Salvéo - Jacinthe Desaulniers, présidente-directrice générale, Réseau des services de santé en français de l'Est de l'Ontario - Dr. Bernard Leduc, président-directeur général, Hôpital Montfort - Diane Quintas, directrice générale, Réseau du mieux-être francophone du Nord de l'Ontario - Directeur du conseil d'administration, Assemblée de l'Ontario - Estelle Duchon,

140 tweets

223 retweets

70 mentions

319 followers

1912 profile visits

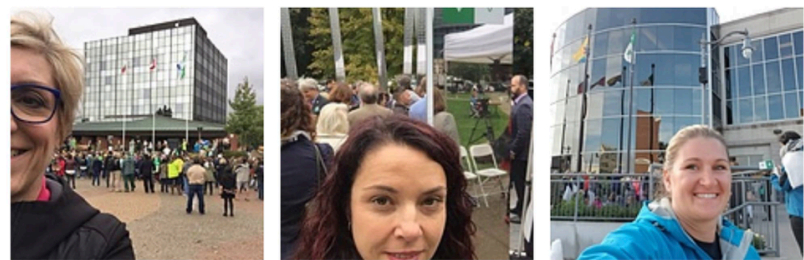
Twitter

Réseau du mieux-être francophone du Nord de l'Ontario
Publié par Monique Rocheleau [?] · 25 septembre 2018 ·

L'équipe du Réseau a participé à différents levés du drapeau dans différents coins de la province #Toronto #Timmins #Sudbury #Northbay #Thunderbay



BONNE JOURNÉE DES FRANCO-ONTARIENS ET ONTARIENNES DE DIFFÉRENTS COINS DE LA PROVINCE!

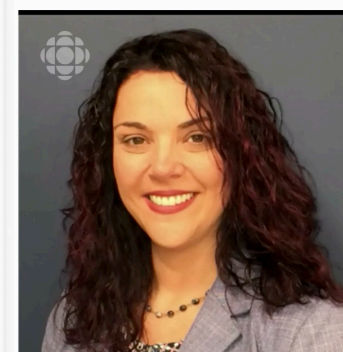


Celebrations of Franco-Ontarian Day.

Téléjournal Ontario interviews Diane Quintas, ED of the Réseau, after the leaking of information pertaining to Bill 74 prior to its official announcement. The creation of a centralized agency was addressed and brought about concerns regarding possible impacts for regions such as Northern Ontario.

Our Executive Director, Diane Quintas, comments on the health care system transformation during a Radio-Canada interview.

BULLETIN DE NOUVELLES DU JEUDI 17 JANVIER 2019



DIANE QUINTAS
directrice générale, Réseau du mieux-être francophone du Nord de l'Ontario



Ça parle au Nord - Audio fil du mardi 26 février 2019
16 h 38 | Réforme dans le système de santé : Pamela Taylor et Diane Quintas

7:31 | 12:12

Our presence in the community



Participation in the AFO's round table discussion in North Bay

Participation in activities in our communities - a few examples:

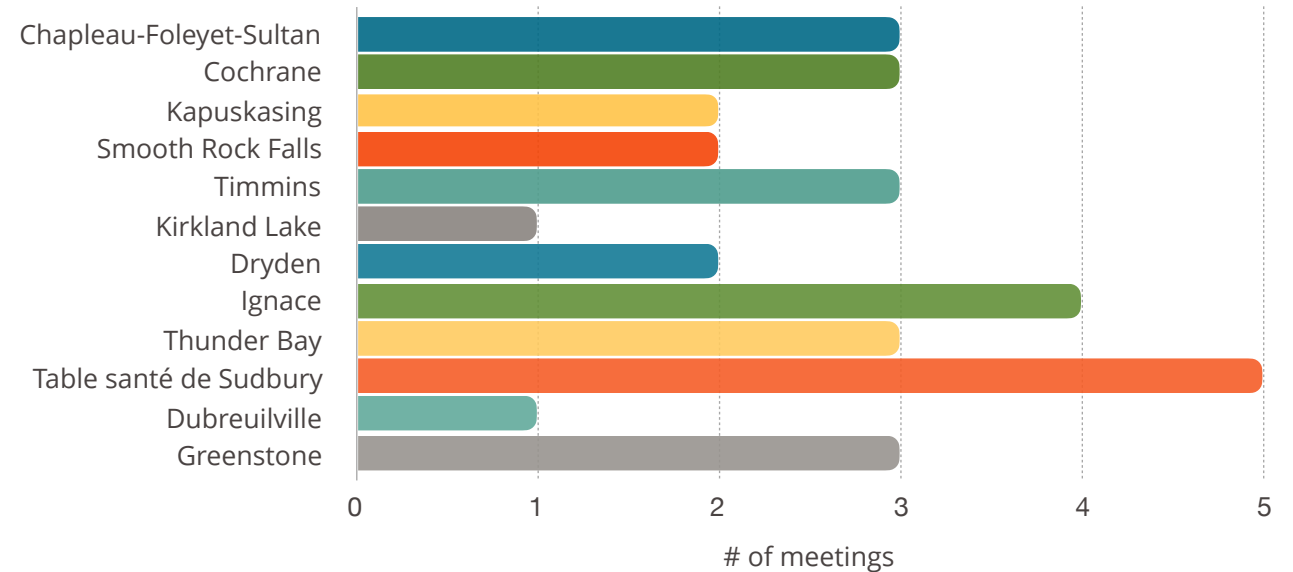
- AFO's round tables
- AGM and strategic planning exercises with community organizations
- Information fairs and booths
- Attendance at the Office of the French Language Services Commissioner's Symposium
- Meetings of the Board of Directors and meetings with the communities in Sault Ste. Marie and Sudbury
- Attendance at the round table on 50 years of Official Languages
- Participation in the round table on aging during the *Association francophone pour le savoir* conference in Sudbury

Collaboration with our partners

The Réseau works closely with its partners in all sectors and at all levels to improve French language health care services, for instance, by helping the LHINs to consult their Francophone population, by acting as a Francophone lens on behalf of HSPs, and by contributing to the AFO's White Paper on Health 2.0.

ENGAGEMENT

Carrefours santé in 2018-2019



Collaboration with the Northern Ontario School of Medicine



The Réseau participated in the NOSM Orientation Session for 1st year students and serves on the Francophone Advisory Group. We have worked closely with NOSM in order to obtain professional accreditation for our Active Offer training.



PLANNING

Targeted projects to improve French language health care service planning

LONG-TERM CARE PROJECT

- * Creation of a best practice database to be shared with Long-Term Care.
- * Mapping to align bilingual human resources with French-speaking residents.
- * 6 homes have been targeted for identification and 5 for designation.
- * Implementation of recommendations outlined in the 2017 reports is ongoing in the NE and NW.

PROJECT TO IDENTIFY PATIENT EXPERIENCE

- * 6 HSPs were targeted to take part in this project.
- * A survey to capture patient experience was developed and validated by 4 communities (Smooth Rock Falls, Mattice-Val Côté, Sudbury and Ignace), 28 Carrefour santé members, the Réseau and the NE-LHIN
- * 14 patients/family caregivers took part in sessions held in Thunder Bay and Cochrane.

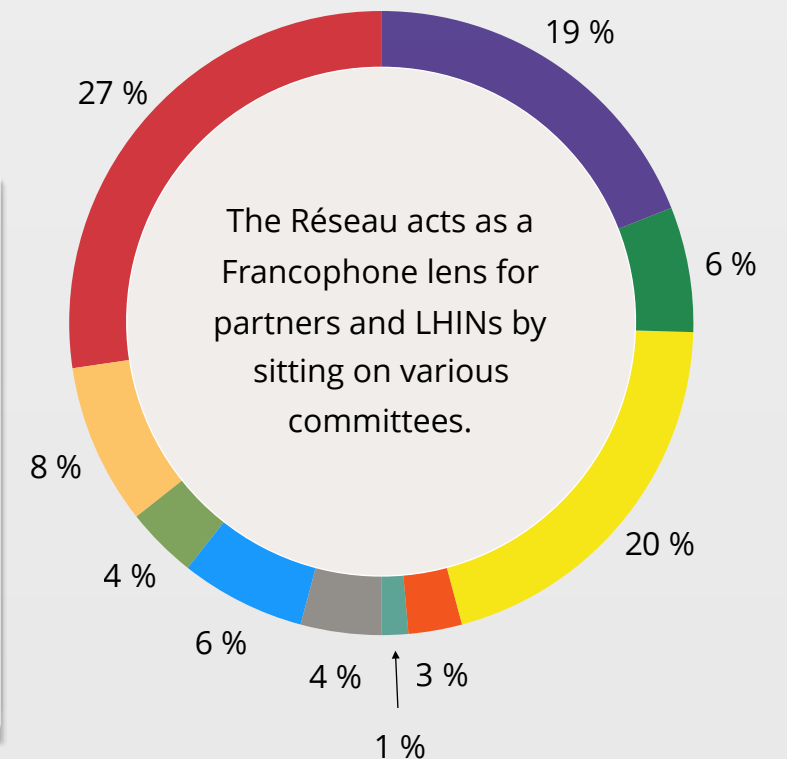


ACTIVE OFFER PROJECT

- * An HSP operating several sites has been identified to participate in a pilot project to develop tools for the providers of its region.
- * An implementation plan is in place, the provider has identified its bilingual human resources, and developed strategies to match them with its French-speaking patients.



Participation in committees by sector



A Francophone Community Health Centre in Timmins

The Réseau supported the community of Timmins in the initial phase of the development of Francophone Community Health Centre.

Results for 2018-2019

April 1, 2018, to March 31, 2019

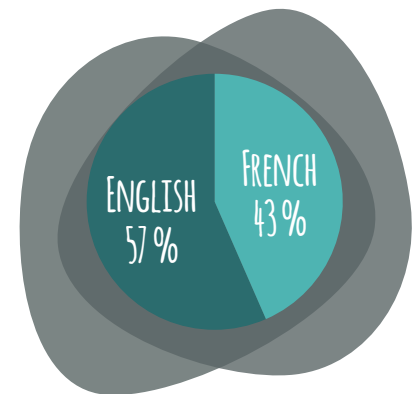


formationoffreactive.ca
activeoffertraining.ca



244 persons
have successfully completed the training

Language in which the
training was taken



The training has generated increasing interest among French language health service providers; for instance, Alzheimer Society Sudbury-Manitoulin North Bay and Districts had 100% of their staff completed the training.



The training was presented at the International "Muster" conference in Australia.

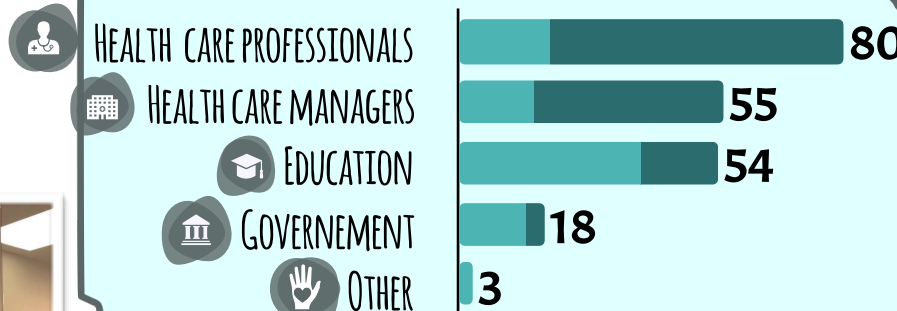


François Boileau, French Language Services Commissioner, completed the training and endorsed its contents.



Commissioner's Blog

Certificates delivered in
ONTARIO
NORTH **210**



SOUTH **15**



EAST **11**



ACCOUNTABILITY

The Réseau supports HSPs in terms of community engagement and FLS committees, and the

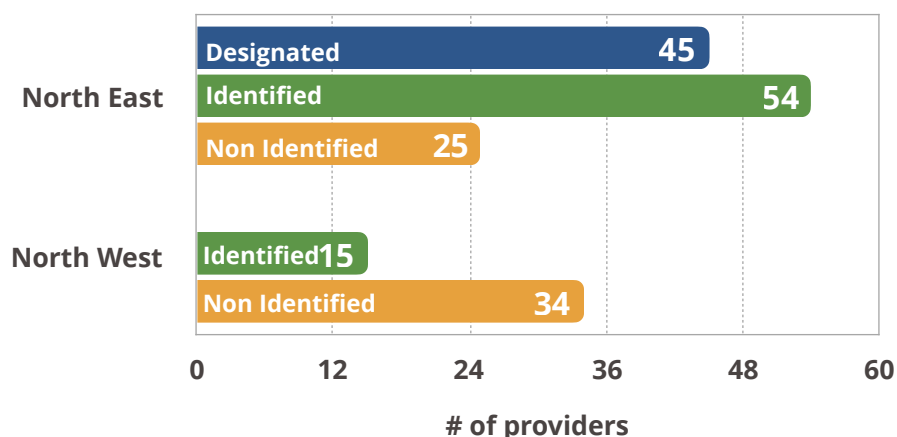
Planning Officers also meet with HSPs to improve French language services by means of concrete measures such as development of policies, implementation of active offer, and presentations to staff and management.

Presentations and Training

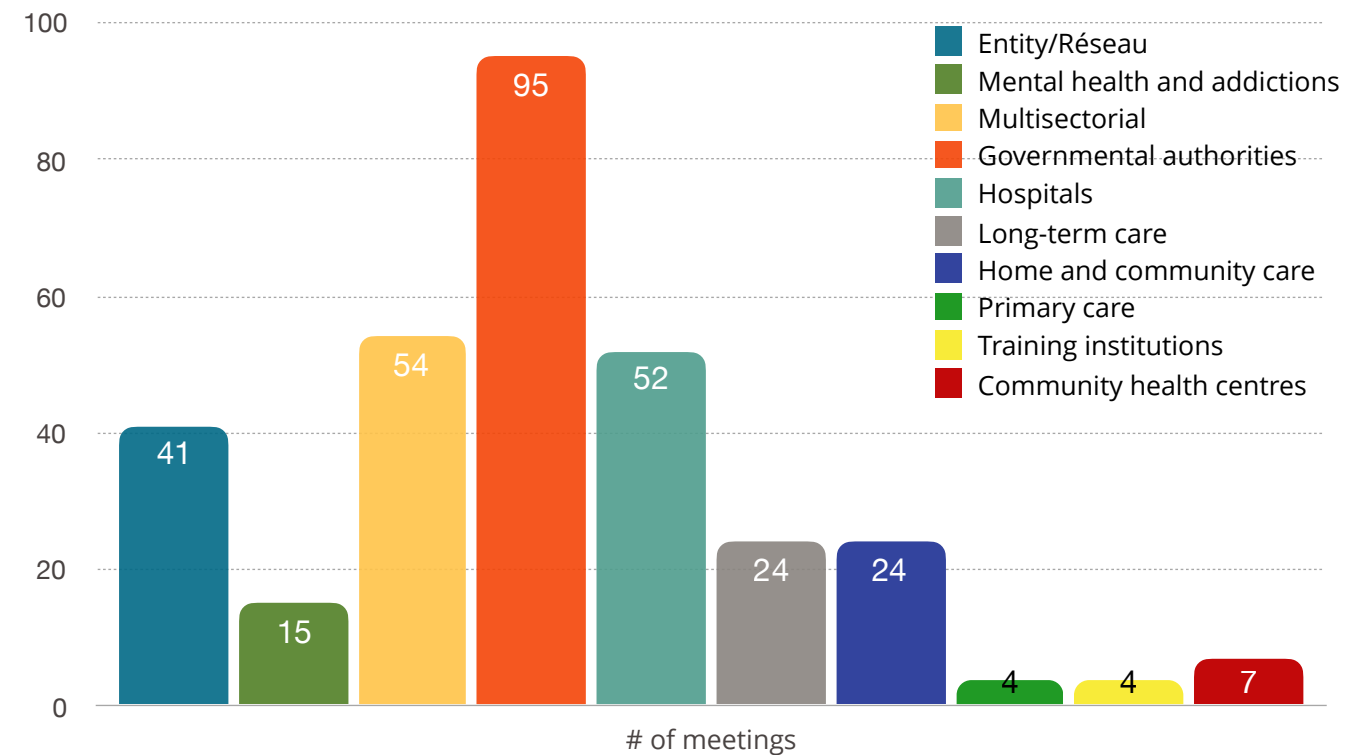


Sylvie Sylvestre, Community Engagement and Planning Officer for the Cochrane region, provided the Active Offer training to the Timmins and District Hospital's FLS Committee.

Health service providers according to designation status



Meetings of the Réseau by sector



The Réseau has continued to support HSPs in their work to meet French language services requirements. This work is assessed by means of the FLS reports in the OZi web portal. The collected data leads to better French language health service planning, such as identifying gaps and opportunities in utilizing bilingual human resources more efficiently. In addition to supporting health service providers with best practices for the implementation of French language health services, the Réseau's Planning Officers, in collaboration with the LHIN, have continued their evaluation of designated health service providers. These providers are evaluated every three years and must account for their French language services in accordance with the criteria set out in their designation plan.



The Réseau and the NE LHIN presented Minto Counselling Centre a certificate of compliance of their FLS designation under the *French Language Services Act*.



LE RÉSEAU DU MIEUX-ÊTRE FRANCOPHONE DU NORD DE L'ONTARIO

This initiative is funded by Health Canada under the Action Plan for Official Languages – 2018-2023: Investing in Our Future. The views expressed herein do not necessarily represent the views of Health Canada.

The Réseau du mieux-être francophone du Nord de l'Ontario (Réseau) receives financial support from the North East Local Health Integration Network (LHIN), the North West Local Health Integration Network (LHIN) and the government of Ontario.

The opinions expressed herein do not necessarily reflect the view of Health Canada, the SSF, the LHINs or the government of Ontario.



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Health
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Canada