



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

Annual Report

2015-2016

more access + more equitable French language services = better health

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Message from the Chair and Executive Director

Following the evaluation of the LHIN-Entity model by the Ministry of Health and Long-Term Care (MOHLTC), the mandate of the *Réseau du mieux-être francophone du Nord de l'Ontario* (RMEFNO) as a French Language Health Planning Entity for Northern Ontario was renewed for a second term. The MOHLTC is determined to continue working with the Local Health Integration Networks (LHINs) and Entities to further improve the efficiency of the LHIN-Entity Model which, in turn, will result in improved access to French Language Services.

At the national level, the RMEFNO collaborated with the other member networks of the *Société Santé en français* (SSF) on a number of different initiatives related to French language services, in particular in the areas of mental health, prevention and promotion, as well as in active offer of french language services . In addition, a project to create a directory of bilingual health human resources was initiated thanks to financing from the SSF.

At the provincial level, the *Alliance des Réseaux ontariens de santé en français* and the *Regroupement des entités de planification des services de santé en français de l'Ontario* presented a Joint Position Statement on the Active Offer of French Language Health Services in Ontario. The Position Statement focuses on the implementation of active offer in the health sector in Ontario with an emphasis on accountability at several levels, namely systemic, organizational, professional, and individual.

At the regional level, we have worked closely with the North East (NE) and North West (NW) LHINs to develop guiding principles in applying a Francophone lens in French language health service planning. These guiding principles are based on the recognition that language and culture play an essential role in the delivery of health services. Their purpose is to promote improvement of the Francophone population's health and well-being by ensuring equitable access to quality French language health services.

We have also reached an agreement with the NE and NW LHINs; the Joint Annual Action Plan will be modified in order to align with the priorities of the MOHLTC, the LHINs' Integrated Health Services Plan (IHSP), and the RMEFNO's priorities. As a result, this plan will now become a three-year plan.

We have submitted our fourth Recommendation Report. This report includes some new recommendations, but mostly attempts to give an overview of the reality and the needs of Francophones according to data provided in the Reports on French Language Services submitted by identified health service providers and through several community engagement sessions. The information collected from these sources demonstrates that the recommendations we made since our first report are still relevant in terms of the work remaining to be done.

The RMEFNO's current strategic plan is coming to an end. In September 2015, we initiated a process to develop our new priority actions for the next five years, from 2016 to 2021. To this end, a survey was sent in the fall to all our partners and, secondly, public sessions took place in seven communities of Northern Ontario.

This year, our work in the field was marked by our team's continuing efforts to improve the quality of and access to French Language services. We have also developed new promotional tools to assist in defining the respective roles of Francophones and organizations with respect to active offer of French language services, and explaining the French Language Services Act as it pertains to the health sector.

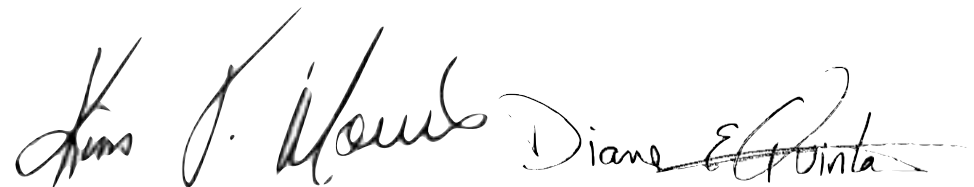
We have seen an increase in requests for presentations and training on active offer from health service providers as well as community organizations. This demonstrates the significant progress accomplished through our work with communities and health service providers in terms of the recognition of the importance of French language health services.

We also continue to work closely with both LHINs and health service providers on the identification, designation, and evaluation process for designated agencies. This year was marked by the announcement

of two new designations, namely those of the North East Community Care Access Centre (NE CCAC) and the North Bay Regional Health Centre (NBHRC).

In addition, we organized activities to celebrate 400 years of Francophone presence in Ontario, including a video clip, a recognition ceremony for designated health service providers with the NE LHIN, and a session with community organizations in the Northwest.

This ongoing effort could not have been accomplished without the dedication of our Board of Directors and hard work of our team in the field. We also wish to express our appreciation to the health service providers, the *Carrefours santé* (Health Hubs), and community organizations for their confidence and dedication to French language health services.

The image shows two handwritten signatures in black ink. The signature on the left is for Kim Morris, and the signature on the right is for Diane Quintas. Both signatures are written in a cursive, flowing style.

Kim Morris
Chair

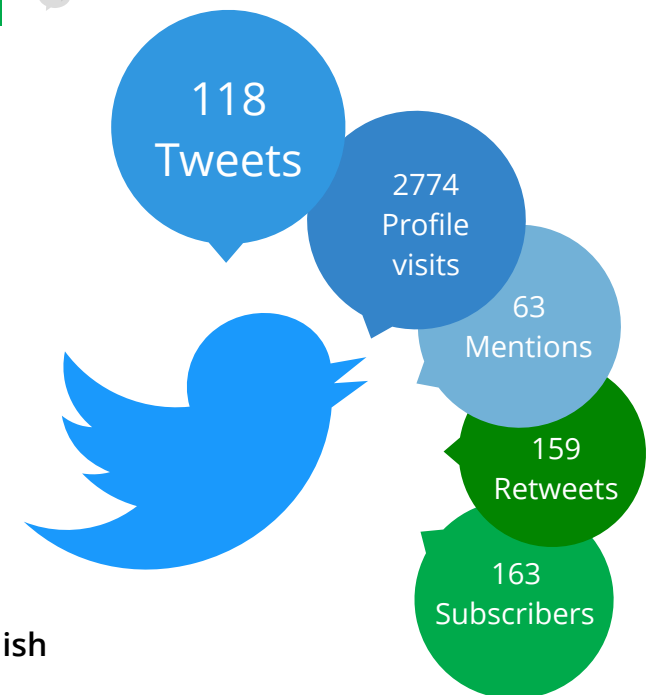
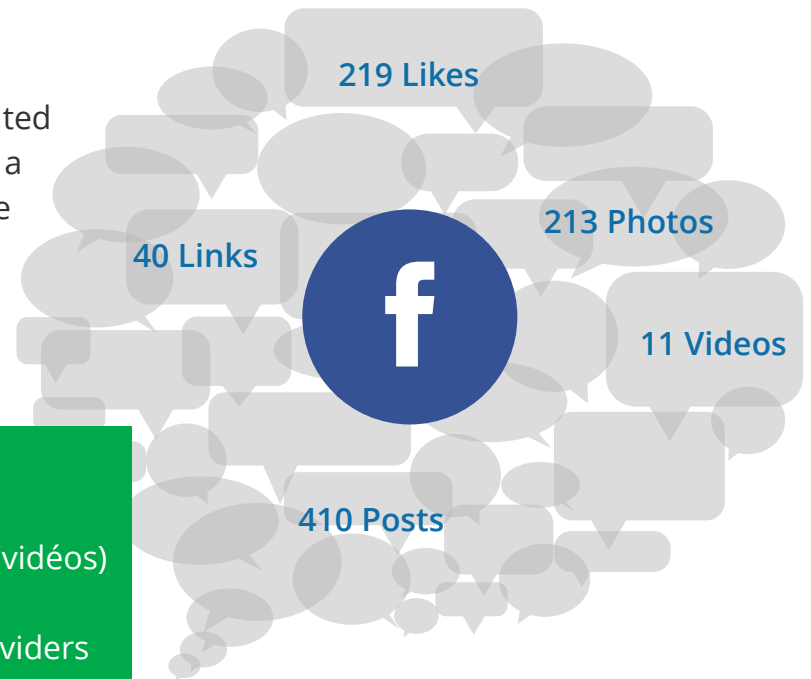
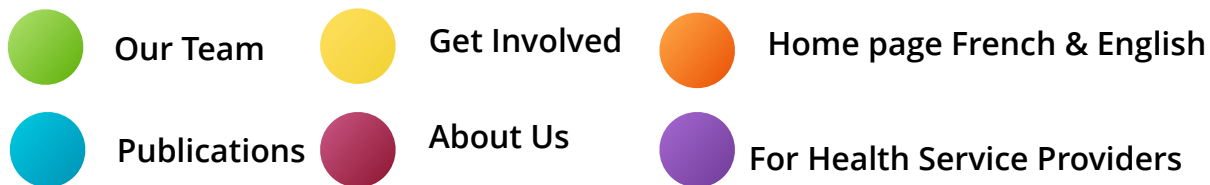
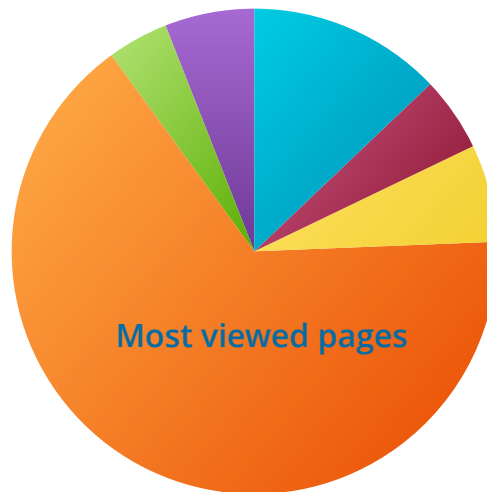
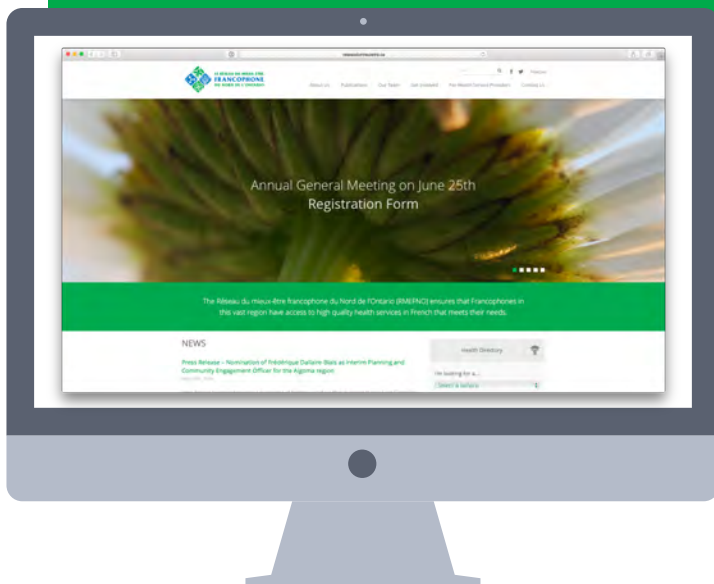
Diane Quintas
Executive Director

Increased Visibility

The implementation of our communication plan in 2015-2016 resulted in an increased visibility within the Francophone communities and a higher level of awareness with respect to the tools and support we offer health service providers which, consequently, enhanced the effectiveness of our work. The following graphics provide an overview of our communications activities through social media and our Web site since their implementation in the fall of 2014.

On Our Web Site

- Carrefours Santé Meeting Summaries
- Health Directory of Services in French
- Info Bulletins
- Active Offer Information Kit (vidéos)
- Reports and Publications
- Tools for Health Services Providers



Tools

The RMEFNO is continuously striving to develop and adapt tools to assist communities and health service providers in gaining a better understanding of the context of French language health services, as well as their importance for Francophones. Following are a few examples of the tools available on our Web site:

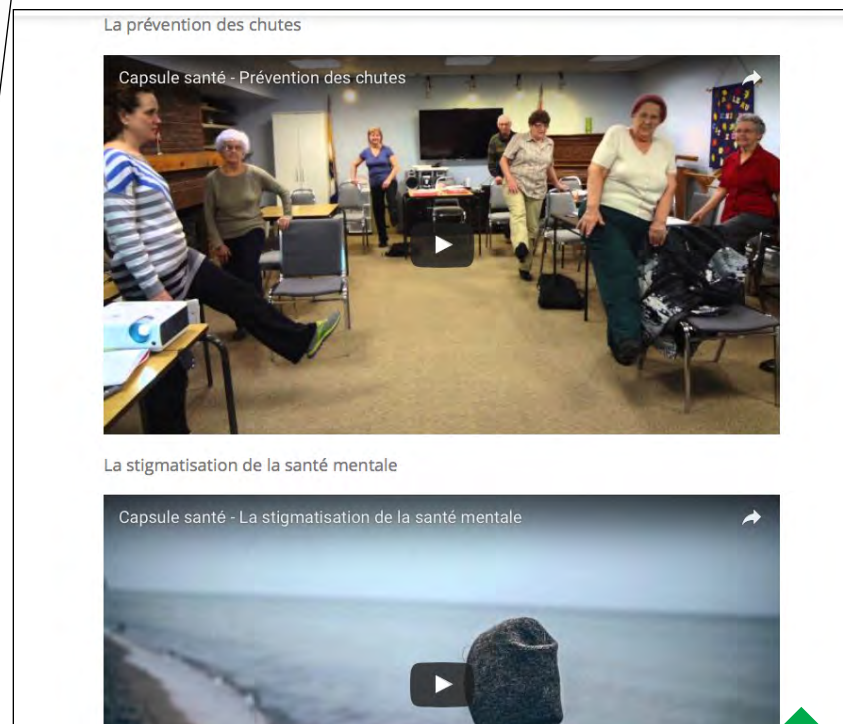
Active Offer Information Kit for health service providers



Active Offer Video



Promotion and Prevention Video Clips in French



Understanding the French Language Services Act

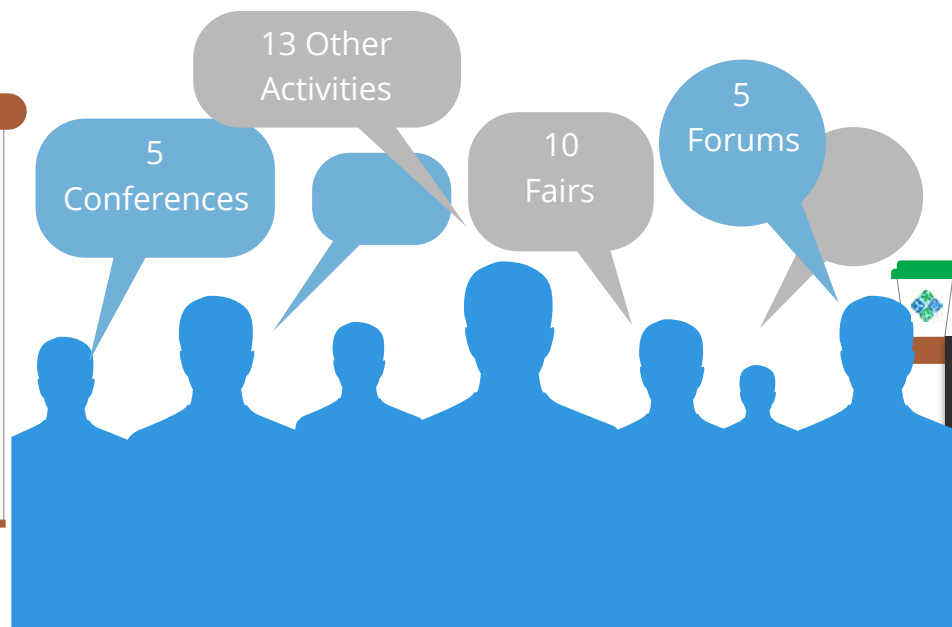
Bookmarks on Active Offer and Request

Community Engagement

Community engagement is an integral part of the work accomplished by the RMEFNO in planning equitable access to French language health services. This year, the NE and NW LHINs undertook community engagement activities for the purpose of consulting the population on their territory regarding their next 2016-2019 Integrated Health Services Plan (IHSP). In collaboration with the *Carrefours santé* and community groups, we ensured the participation of Francophones in the eight Northern Ontario communities that were consulted. The priorities identified by the Francophone population were used during the preparation of our 2015-2016 Recommendation Report to the LHINs. This report is available on our Web site.

The RMEFNO was involved throughout the year in a variety of events such as forums, fairs, conferences, webinars, and training activities. Attending these events is an effective way to engage our communities and gives us an opportunity to hold information booths and to make presentations on topics such as active offer, the importance of French language health services, designation, and the role of the RMEFNO. Our health care and community partners were both represented at these events. The following graphics provide a summary of our involvement in various events as well as the presentations we made in 2015-2016.

20 Presentations



13 Booths



13 Webinars



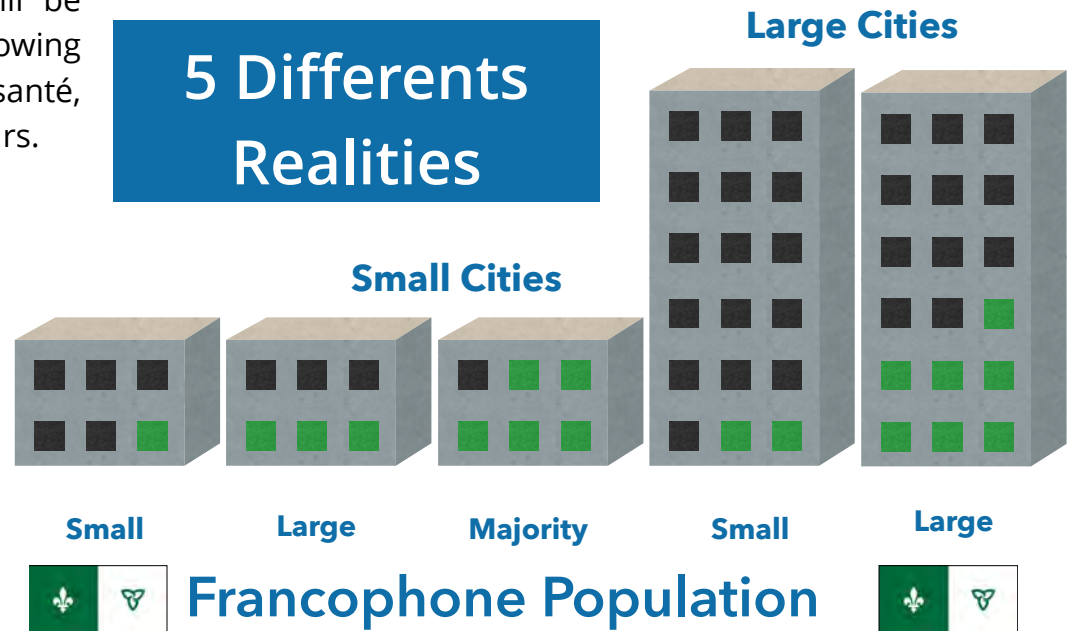
Carrefours santé – Five-Year Review

The Carrefour santé model was developed at the beginning of the RMEFNO's mandate as a French Language Health Planning Entity. This model is one of the preferred mechanisms to engage Francophones and, due to its flexibility, can easily be adapted to the wide range of realities across Northern Ontario. The model has since then been assessed to measure its effectiveness, as well as the satisfaction of Francophones towards it. Following the evaluation, visits to several *Carrefours santé* took place to present the results and collect additional feedback. One of the outcomes of the evaluation, in addition to requests from several Carrefours santé, led to the organization of a first forum regrouping all Carrefours santé. This forum will take place in April 2016 and further details will be provided in our next annual report. The following graphics provide a snapshot of the Carrefours santé, their activities and successes, over the past five years.



Special meeting of
the Dryden
Carrefour santé:
Engagement
session for the NW
LHIN's IHSP

5 Different Realities



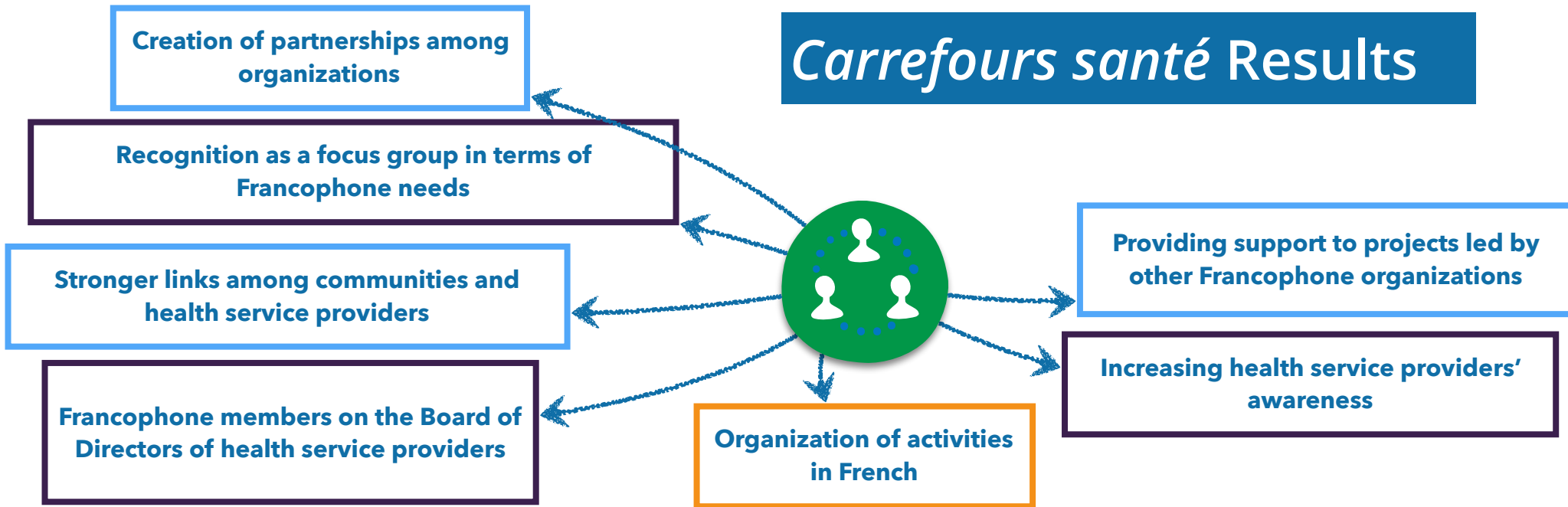
The Key to Success

Implementation of solutions and
development of partnerships

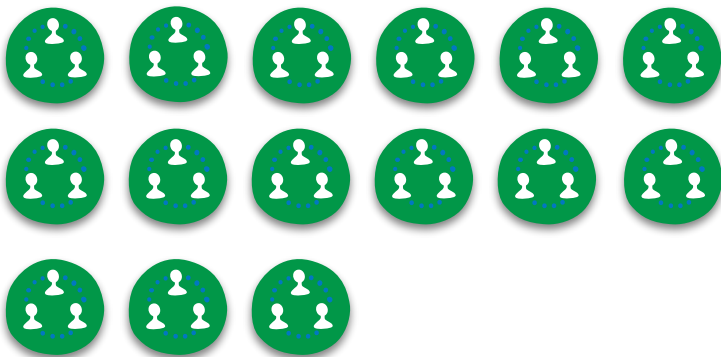


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Carrefours santé Results



15 *Carrefours santé* held meetings this year:



+



French Language Health Services Planning

FLHS Planning



11 HSPs received assistance with their request for designation



3 requests submitted



2 designations received



53 committees
136 meetings



112 meetings other than committee meetings with 42 Health Service Providers (HSPs)



27 tools/resources distributed 61 times

The RMEFNO's French language health service planning is achieved by collaborating with the NE LHIN and NW LHIN, providing support to health service providers, sharing tools, working with various committees, and facilitating networking among organizations, health service providers, Francophone communities, and Carrefours santé. The main mechanisms used to ensure and assess the provision of French language health services remain the identification and designation of health service providers.

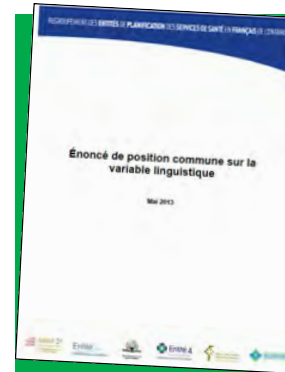


Development of workshops on active offer for health care professionals and medical students (CNFS- Université Laurentienne)



Thanks to federal funding provided through Société Santé en français, the RMEFNO has also led several projects that contribute to system planning and improvement of French language health services.

Production of 21 video clips on promotion and prevention



Identification of Francophones through the Linguistic Variable

Questions integrated in referral forms in Community Support and Mental Health sectors

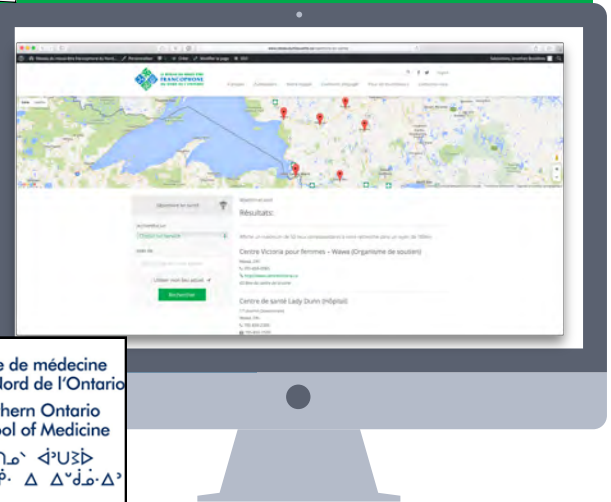
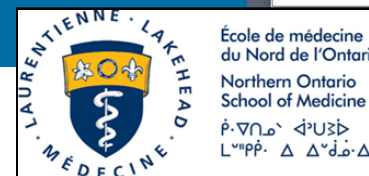
Provincial project to promote the utilization of Telemedicine to increase the offer of French language health services



Promotion & prevention provincial initiative

Provincial project supporting the organization of services to promote health and well-being in a national, regional and local convergence

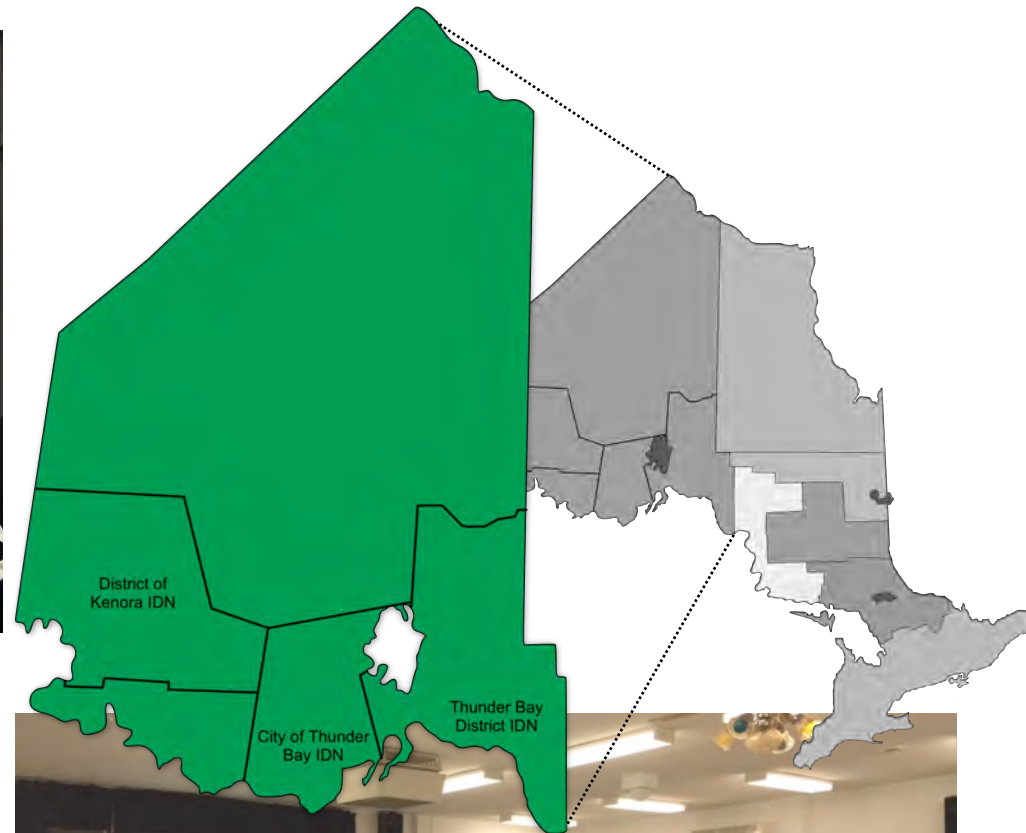
Directory of bilingual professionals in collaboration with NOSM



The MOHLTC has announced a reform of the health care system with its “Patients First” discussion paper. The French Language Health Planning Entities are cooperating at the provincial level to ensure inclusion of the Francophone perspective as an integral part of the reform.

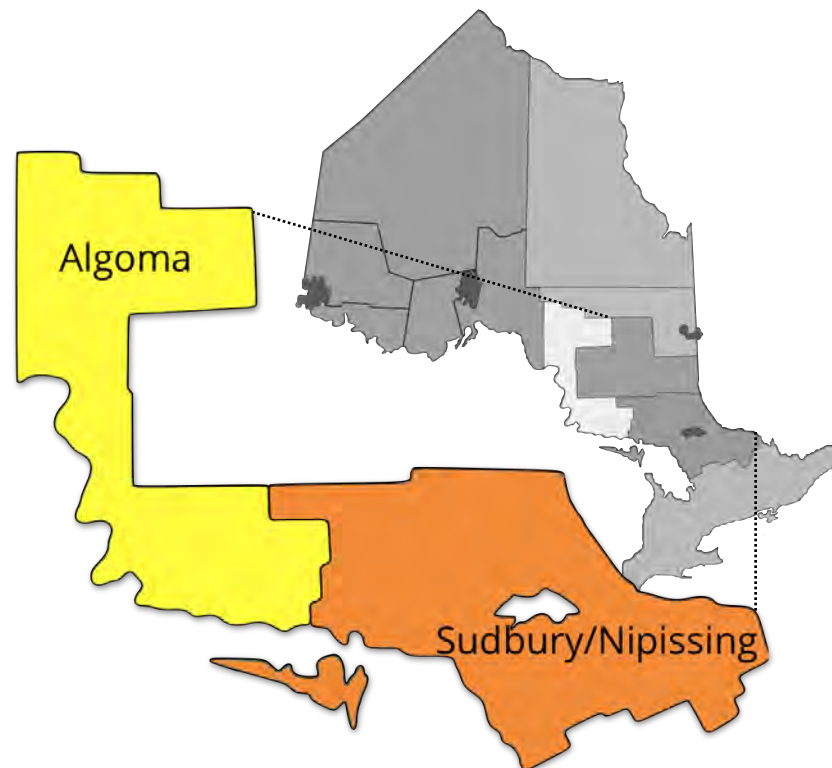
Response of the *Regroupement des Entités de planification des services de santé en français de l'Ontario* to the “Patients First” discussion paper

A Few Highlights: Success Stories in our Regions





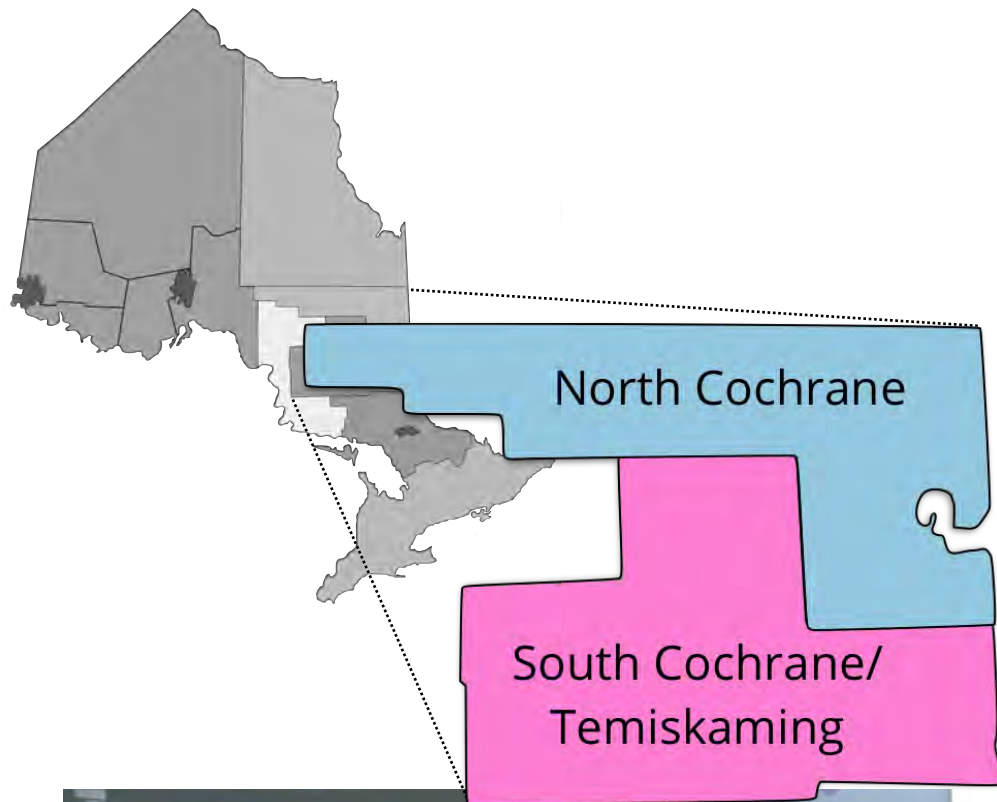
Community Engagement Session to develop the NE LHIN's IHSP, Sault Ste. Marie



Presentation and booth at the Fédération des aînés et des retraités francophones de l'Ontario (FARFO) Fair in Chelmsford



Community engagement session for the RMEFNO's Strategic plan in Sault Ste. Marie



Presentation on the importance of active offer given to Collège Boréal students, Timmins, Kapuskasing and Hearst



Presentation on active offer, Timmins and District Hospital

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References

The maps presented in this document are modified versions of maps made available by Brock University. The following information relates to the two maps used in the present document:

Modified version of: Ontario cities [electronic file]. (no date). St. Catharines, Ontario: Brock University Map Library. Available at the following link: Brock University Library Controlled Access <http://www.brocku.ca/maplibrary/maps/outline/Ontario/ontario2.pdf> (consulted on August 25, 2013).

This initiative is funded by Health Canada, granted through SSF, as part of the Roadmap for Canada's Official languages 2013-2018: Education, Immigration, Communities.

The *Réseau du mieux-être francophone du Nord de l'Ontario* (RMEFNO) receives financial support from the North East 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.



Santé
Canada

Health
Canada

Canada