



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

# Annual Report 2019-2020

North West accès  
health Nord-Est  
francophone  
santé  
active offer  
désignation  
networking  
identification  
formation training  
sensibilisation  
équipe awareness  
partenaires team  
entity North East  
tissé serré  
variable linguistique  
linguistic variable  
planification North  
community services  
engagement  
offre active  
collaboration  
access  
Tightly Knit  
vision  
Ontario  
designation  
communauté  
partners  
carrefour  
santé Nord  
équité réseautage  
planning  
equity  
Nord-Ouest  
réseau

10 ans  
Years  
tissé serré  
Tightly Knit

linguistic variable équit   
partenaires North East  
planification North West  
networking Ontario  
r seautage Nord-Est  
equity identification  
francophone entity  
community acc s entit   
health variable linguistique  
planning d signation  
North Nord-Ouest engagement  
sant  active offer  
r seau vision services  
designation Nord  
Partners communaut   
collaboration  
carrefour sant  access  
offre active

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- 12 Visibility

## Legend

*af s o*: Association francophone   l ducation et des services   l'enfance de l'Ontario  
*AFO* : Assembl e de la francophonie de l'Ontario  
*NOSM* : Northern Ontario School of Medicine  
*R seau* : R seau du mieux- tre francophone du Nord de l'Ontario  
*LHIN* : Local Health Integration Network  
*RISE* : Rapid-Improvement Support and Exchange  
*SSF* : Soci t  Sant  en fran ais

## Follow Us

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# Message from the Chair

10 ans  
Years  
tissé serré  
Tightly Knit

This year we are celebrating the 10th anniversary of the *Réseau du mieux-être francophone du Nord de l'Ontario (Réseau)*. The Réseau was established thanks to the overall vision of two Northern Ontario Francophone health networks. In fact, we have been present in Northern Ontario since 2003 and have established solid partnerships to achieve a number of initiatives with lasting results.

Allow me to take a step back to recognize the enormous contribution made by the former *Réseau francophone de santé du Nord de l'Ontario* and *Réseau de santé en français du Moyen-Nord de l'Ontario*. The two Francophone health networks who shared a common vision, seized the opportunity to

merge into one organization to respond to the changes in the health care system. As such, in 2010, the newly formed *Réseau* was named the French Language Health Planning Entity for Northern Ontario.

Over the years we have learned to adapt to changes in our environment in order to ensure continued collaboration with the communities and to influence the health care system on how to improve the health of Francophones living in minority settings across Northern Ontario.

We are now in 2020, and once again, the health care system is in full transformation. As part of our engagement with the community, along with our partners and government officials, we have demonstrated, on a number of occasions, the importance of working together to ensure better planning for health services so that Francophones can live and be healthy, in French. We will remain vigilant and take the necessary measures to ensure the well-being of Francophones.

Thank you to all who have contributed to making the *Réseau* what it is today: the two founding *Réseaux*, corporate and individual members, members of the Board of Directors, the Executive Director and her team, and our partners: the Société Santé en français, the Ministry of Health, the Ministry of Long-Term Care, as well as the North East LHIN and the North West LHIN.



*Collin Bourgeois*  
Chair, Board of Directors

The two former *Réseaux* integrated to create a **tightly knit** organization.

The *Réseau* has **forged strong ties** with its **partners** to **improve access** to **equitable** health services in French.

The *Réseau* **works in close collaboration** with the other **Francophone health networks** across Canada and the **French Planning Entities** in Ontario.

The **Northern Ontario** francophone community is **tightly knit**.

The past year was very eventful for the *Réseau du mieux-être francophone du Nord de l'Ontario (Réseau)*. We were called upon to intervene on a number of fronts - the transformation of the health care system, projects with our partners, the designation and identification of health service providers and, let's not forget, the adaptation of our active offer training modules at the national level. In addition, the *Réseau* obtained its own designation pursuant to the French Language Services Act.

Over the course of the past year, the *Réseau* has been very involved with the *Regroupement des Entités de planification des services de santé en français de l'Ontario*, to ensure inclusion of Francophones in the system transformation, more specifically as it relates to the People's Health Care Act, 2019 and the development of the Regulation governing the work of the Entities. We also collaborated with the other *Entités* to organize consultations with the Premier's Council on Improving Healthcare and Ending Hallway Medicine.

The *Réseau* continued its collaboration efforts by supporting partners working to transform the health care system. We worked closely with fifteen groups in our region who sought to become an Ontario Health Team. We developed a number of resources describing how to incorporate the Francophone perspective throughout the application process to ensure that Francophones have equitable access to health care services. These resources were very much appreciated by all partners. Our collaborative work continues with all of the Northern Ontario Health Teams and those working towards becoming one.

We remained engaged in our work of supporting health service providers to ensure that all the designation requirements are maintained. As a result, 16 of the 42 designated providers in the North East are now in compliance with the 34 designation criteria pursuant to the French Language Services Act. Additionally, another 4 organizations in the North East are currently working on their request for designation. As for the North West, 10 new providers have been identified to offer French language services and work towards their designation and one has initiated the work, as part of a pilot project, to obtain a partial designation.

The interactive online active offer training continues to be very popular with the number of individuals having completed the training growing rapidly. We now have over 1,000 people that have completed the training. To make the training more accessible, we have adapted the material making it relevant for all provinces and territories. We are equally thrilled that this training has now been integrated within Laurentian University's Francophone Undergraduate Nursing Program as well as being part of the staff orientation guide for both the NE LHIN and the NW LHIN.

The *Réseau's* team continues to adapt and evolve with the new reality of the health care system. Our projects and work with our partners continue to move forward in line with our priorities. I would like to thank our Board of Directors for their confidence and support in our work. Thank you to my team who have been able to adapt to the changes of the past year with confidence and resilience.



*Diane Quintas*  
Executive Director

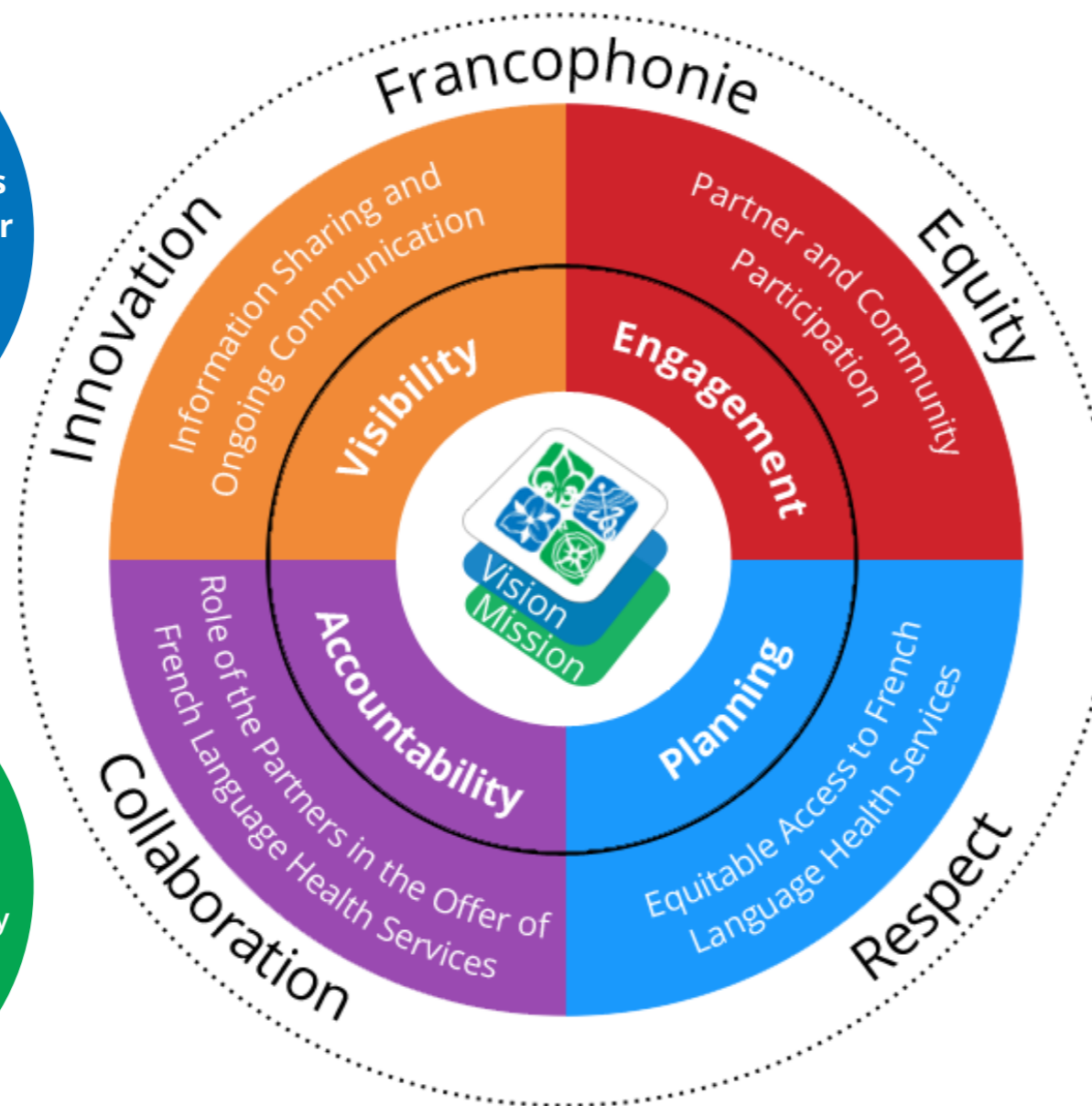
## Our 2016-2021 Strategic Objectives

### Vision

The *Réseau* is recognized as a pillar and proactive player in promoting the offer of French language health services.

### Mission

The *Réseau*, in collaboration with its partners, plans, networks and ensures the engagement of the community to improve access and equity to French language health services.



## 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.

## System Transformation and the Francophone Lens

The implementation of the *People's Health Care Act, 2019* was the leading factor of the health care system transformation. The *Réseau* was active at all levels to ensure that the needs of Francophones were included throughout the transformation process. At the provincial level, the *Réseau* contributed by means of the *Regroupement des Entités de planification des services de santé en français (Regroupement des Entités)* in order to provide a common voice for Francophones from across the province. At regional and local levels, our work involved supporting groups who aspired to become Ontario Health Teams.



The *Réseau* was at Queen's Park for a meeting with the Minister Responsible for Mental Health and Addictions, Members of Parliament, the *Assemblée de la francophonie de l'Ontario (AFO)* and the other French Language Health Planning Entities. It was also an opportunity to highlight Francophonie Week and the filing of a Bill to make the Franco-Ontarian flag an official flag of Ontario.



Estelle Duchon, Diane Quintas and Jacinthe Desautniers following the presentation of the Brief before the Standing Committee on Social Policy on April 1, 2019.

## Overview of the Work of the *Regroupement des Entités*

- ❖ **April 1** – Presentation of a Brief to the Standing Committee on Social Policy in order to put forward recommendations to strengthen Bill 74, People's Health Care Act, 2019
- ❖ **September 23** – Presentation of a webinar on French language health services in collaboration with McMaster University's RISE (Rapid-Improvement Support and Exchange) to groups wanting to become Ontario Health Teams
- ❖ **November 11** - Recommendations to adapt the Regulation which provides direction for the work of the French Language Health Planning Entities in the new Act.
- ❖ **March 12** - Meeting with the CEO of Ontario Health to discuss the integration of French language health services within the organization
- ❖ **March 16** - Recommendation to establish a working group with the task of implementing French language services objectives within the Regulation for French Language Health Planning Entities.

## Planning the Ontario Health Teams

The *Réseau* was actively involved in many planning activities that took place across the region. The *Réseau* continued to promote, by means of presentations, the inclusion of the Francophone lens with provincial, regional and local sectorial committees of the health care system. Part of this work involved working with groups applying to become an Ontario Health Team (OHT), a process stemming from the health care system transformation. The *Réseau* prepared a series of supporting documents to encourage full integration of French language services. These documents and the *Réseau's* support were very much appreciated by the partners as noted by Dominic Giroux, CEO of Health Sciences North.

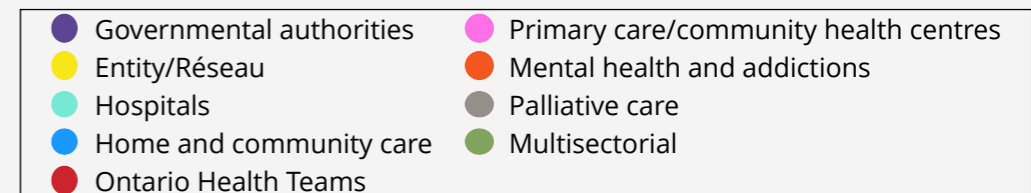
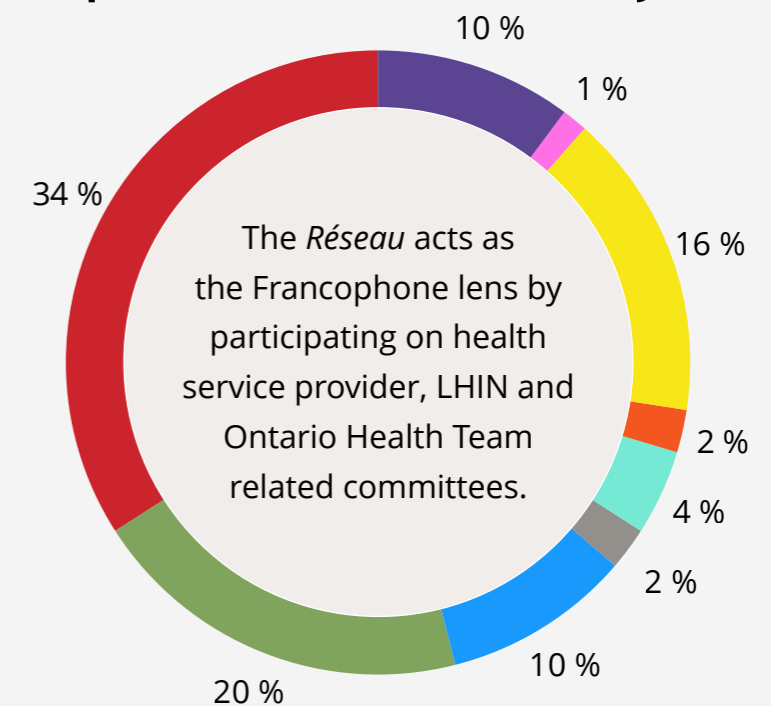
« I reviewed the attachments and I think they are very **well done** with regards to the required **French-Language perspective** in the development of each section of the OHT full application. These suggestions are **specific, relevant, appropriate and helpful**. »  
- Dominic Giroux, CEO of Health Science North



At the December 7, 2019, launch of the Near North Health and Wellness Ontario Health Team in North Bay, the *Réseau* was given the opportunity to speak about the importance of French language health services. The Near North Health and Wellness Ontario Health Team and the All Nations Partners Ontario Health Team in Kenora were part of the first 24 Ontario Health Teams announced.



## Participation in committees by sector



**Presentations  
offered by  
the *Réseau***

**Role of the  
*Réseau*  
7**

**Active offer/  
Equity  
30**

## Projects That Reach Various Age Groups

Planning also targeted specific projects for which the *Réseau* is funded. This year, these projects included a wide range of age groups from early childhood to long-term care homes.



## Project - Access to French Language Services in Long-Term Care Homes



Implementation of recommendations stemming from a study conducted by the *Réseau*. Actions include, among others, the identification of homes for the offer of French language services; homes requiring support for the offer of French language services and; development of strategies to implement culturally appropriate care. The *Réseau* is also working on developing a process for cultural designation.

Best practice  
videos  
3

Homes  
that have  
been supported  
4

Identified  
homes  
2

## Project - Improving the Francophone Patient Experience

Adapting service delivery through the use of the Francophone patient experience to respond to gaps in French language health services.

Participating  
health service  
providers  
3

Video  
testimonials  
8

Francophone  
participants  
19



## Project - *Petite enfance en santé* (Healthy early Childhood)

Nationwide project lead by five partners along with *Société Santé en français (SSF)*. In Ontario, the *Réseau* is the provincial lead. The plan will be implemented by means of project promoters.



News  
partners  
2

Community  
Service Plan for  
Healthy Early  
Childhood  
1

The plan was developed in collaboration with the Ontario *Réseaux*, Health Nexus, the *Association francophone à l'éducation des services à l'enfance de l'Ontario (aféseo)*. Pictured are the partners present at the November project launch in Ottawa.





## A New Platform and Rapid Growth

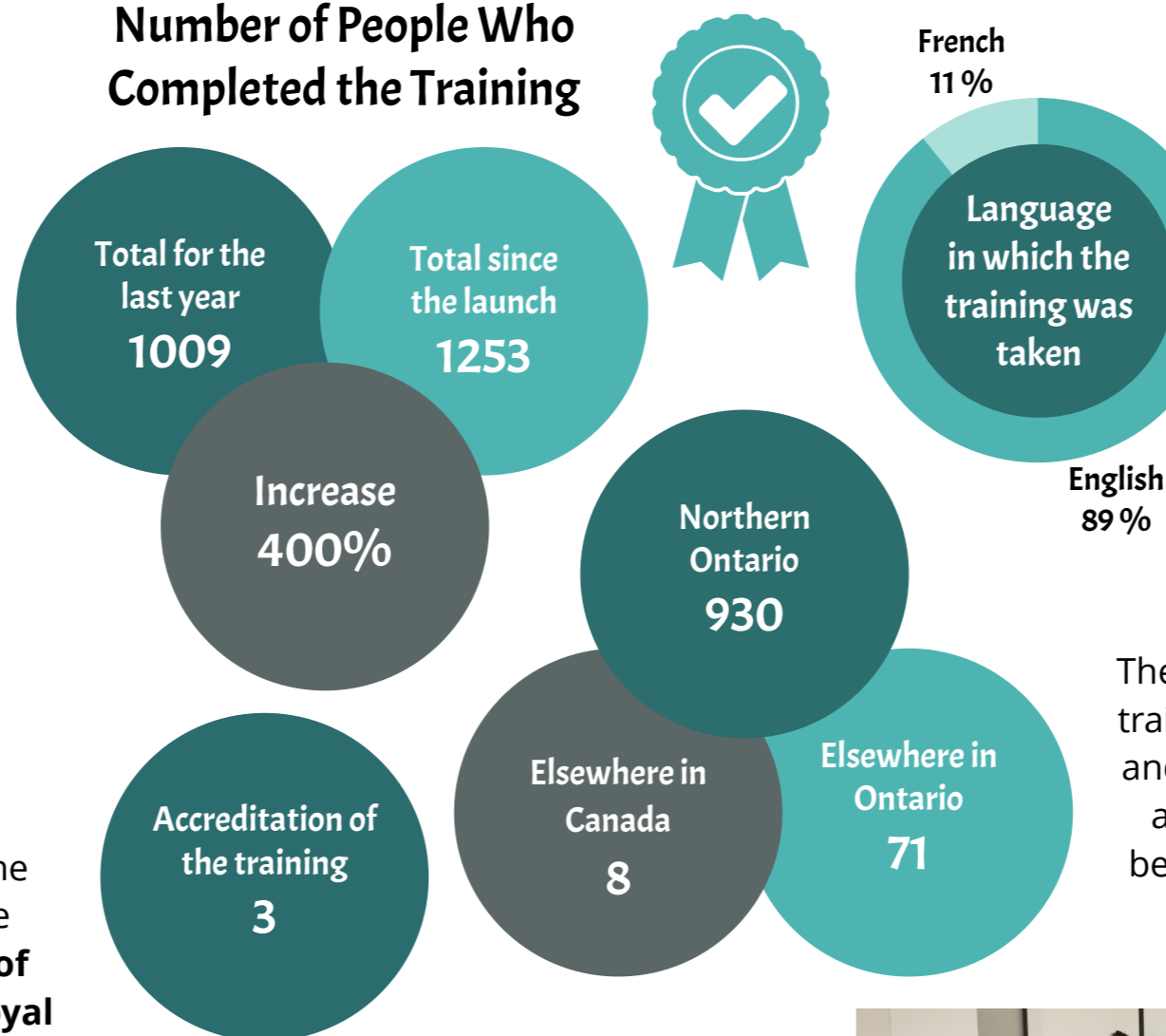
This year, we launched a new user-friendly platform of the online Active Offer of French Language Services training which allows for group registration. There was a 400% increase in the number of certificates issued for the interactive online active offer training. This increase is partly due to the fact that both the North East and North West LHINs (Ontario North) have included this training as a mandatory component for both planning and community support staff.

## Continuing Education Credits

In addition to having accreditation from the **Canadian College of Health Leaders**, the training is now accredited by the **College of Family Physicians of Canada** and the **Royal College of Physicians and Surgeons of Canada**.

The *Réseau* and their colleagues from the Entité2 presented a webinar on the training to the Hamilton Niagara Haldimand Brant Community of Practice committee from the area.

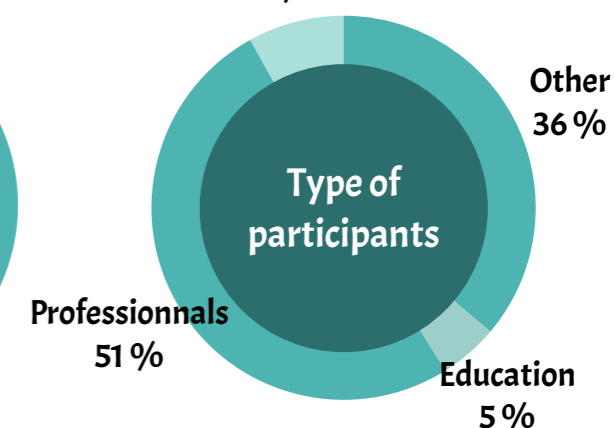
## Number of People Who Completed the Training



French  
11 %



Managers  
8 %



## Canadian Adaptation

The *Réseau* received funding to adapt the training to the context of other provinces and territories. A generic training format adapted to the Canadian context has been developed and will be launched in the upcoming year.

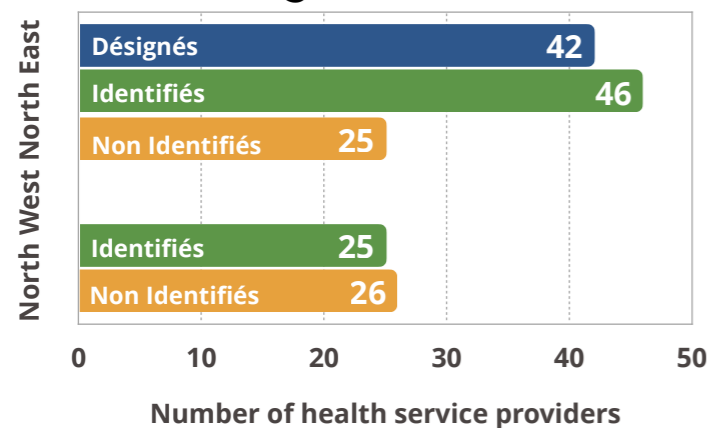


The training is now mandatory as part of Laurentian University's Bachelor of Science in Nursing Francophone Program.

## On the Road to Compliance and Implementation

Holding health service provider partners accountable leads to improving accessible and equitable French language health services. The *Réseau* provides support to all designated, identified and non-identified providers in completing the French language services reports in the OZi Web Portal. Analysis of this data provides us with a better understanding of the health service provider needs for the purpose of planning and implementing French language services for designation compliance. A range of tools and resources developed by the *Réseau* and their partners are shared to best support health service providers in accordance with their designation status and their needs.

### Health Service Providers according to designation status



Providers who have submitted their French language services reports  
**100%**

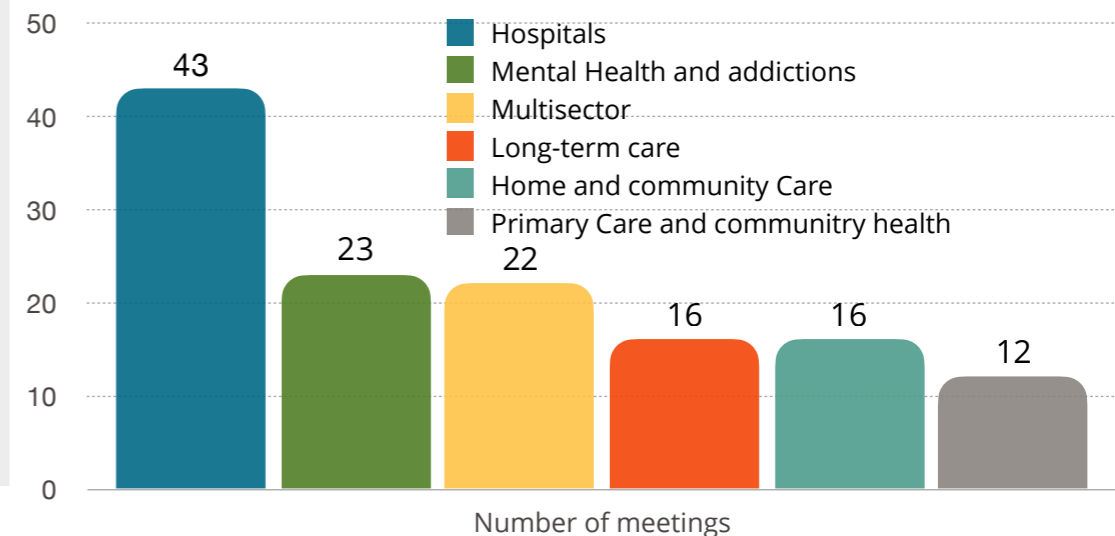
### Non-identified Providers

Following the analysis of the French language service reports, the *Réseau* recommends the identification of certain providers to offer French language health services.

Providers recommended for identification  
North East  
**5**

Newly Identified Providers  
North West  
**10**

### Meetings with health service providers by sectors



### Identified Providers

The identified providers are called upon to plan and implement services in French with a view to eventually follow through on a request for designation pursuant to the *French Language Services Act*. The *Réseau* is supporting five health service providers with their designation request. One provider is part of a pilot project led by the Ministry of Francophone Affairs, which aims to streamline the designation process. In addition, the *Réseau* developed an implementation indicator used to measure progress made by identified providers.

Providers pursuing a request for designation  
North East  
**4**

Providers pursuing a request for designation  
North West  
**1**

**Implementation Indicator**  
Percentage of completed French language services criteria for identified providers

Implementation Indicator  
North East  
**18.4%**

Implementation Indicator  
North West  
**32.4%**



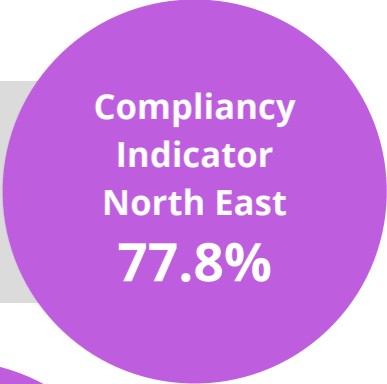
Designated Providers

This year, we initiated the 2<sup>nd</sup> triennial evaluation cycle of designations. Further to this evaluation and the resulting recommendations, the Réseau supports designated health service providers in being compliant with the designation criteria. By means of the compliancy indicator, we were able to measure the progress made by the health service providers in the past year. Nine organizations were fully compliant with the 34 designation criteria pursuant to the *French Language Services Act*. These health service providers are guaranteeing access to quality French language health services and are committed to providing French language services on a permanent basis. The Réseau and the North East LHIN presented compliance certificates to:



Six information sessions on patients’ linguistic identity and active offer were provided to a total of 83 intake staff at the Timmins and District Hospital.

**Compliancy Indicator**  
Percentage of compliant designation criteria among the designated providers



Pictures:	Bottom
Top	Chapleau Health Services
South Cochrane Addictions Services	Horizon-Timmins Palliative Care
Notre-Dame Hospital of Hearst	Foyer des Pionniers
Timmins and District Hospital	Smooth Rock Falls Hospital
Sensenbrenner Hospital	Counseling Services
	Hearst-Kapuskasing-Smooth Rock Falls



## Partners Committed to Providing French Language Health Services

The *Réseau* has gained the respect of the Francophone community and health care system by engaging and working with partners over time. With respect to educational institutions, the *Réseau* is often called upon to provide presentations to students. In addition, the *Réseau* has established a solid partnership with the Northern Ontario School of Medicine (NOSM). At the community level, the *Réseau* is a member of a number of collaborative intersectoral tables, community organizations and community action tables of the *Assemblée de la francophonie de l'Ontario (AFO)*. The *Réseau* also continues its work with local Carrefours santé (Health hubs) and Tables santé (Health sector tables) in a number of communities. This allows the *Réseau* to engage with a variety of partners for the purpose of improving French language health services. Furthermore, in order to maintain close ties with northern communities, the *Réseau's* Board of Directors holds in-person meetings in various locations, along with meet-and-greets with community partners. This year, the board held meetings in North Bay and Timmins.

### Meetings with Partners



The Réseau's Board of Directors met with the Timmins and District Hospital and the *Centre de santé communautaire de Timmins*.

## Commitment from Educational Institutions



The *Réseau* works collaboratively with NOSM, Danielle Barbeau-Rodrigue and Dr. Sarita Verma, Dean and CEO, as a member of its Francophone Reference Group.



The *Réseau du mieux-être francophone du Nord de l'Ontario* has a vibrant partnership with NOSM to support **Active Offer planning tools and resources** and to educate our learners so that Active Offer becomes second nature. »

- [Blog of Dre Sarita Verma Dean and CEO](#)

Educational Institutions' Committee meetings

9



Again, this year, the *Réseau* participated in the orientation sessions for the NOSM first-year medical students, both in Thunder Bay and Sudbury.



Sylvie, Planning and Community Engagement Officer, is with an Auxiliary Nursing students' class at *Collège Boréal*.

Presentations to students

6

## Engagement communautaire



Meeting of the Dubreuilville  
*Carrefour santé*

*Réseau's*  
Board  
meet-and-greet  
2

Community  
Committee  
meetings  
29

Health  
Table  
meetings  
7

*Carrefours*  
santé  
meetings  
28



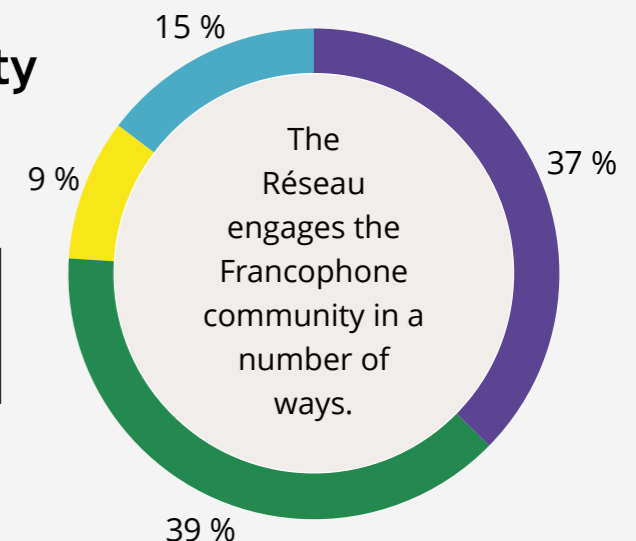
The *Réseau* mobilised partners from the North West to participate in a health fair for seniors in Dryden.



As part of the AFO's Community Action Table, Frédérique, Planning and community engagement Officer, participated in interesting discussions on northern reality with Kelly Burke, French Language Services Commissioner.

## Types of community meetings

- Carrefours santé
- Community Committees
- Health Table
- Other type of meetings



## For the Council of the Premier

Participants  
65

As part of the provincial government's commitment to improve health care and end hallway medicine, the *Réseau* collaborated with the Council of the Premier to mobilize Francophones from three northern communities to take part in a virtual engagement session. This initiative served to address the Francophone component of the report titled: A healthy Ontario: Building a sustainable health care system.



## Project *Petite enfance en santé* (Healthy Early Childhood)

Parents  
who  
completed a  
survey  
1495

Committed  
Health  
Providers  
45

Provincial  
Health  
Providers'  
Forum  
3

## To Inform and Be Present

Social media platforms and the Bulletin INFO Newsletter played a big part in the transfer of information. Our main posts were about the *Réseau*, the Ontario health care system, the various issues affecting Francophones and activities within our communities. The *Réseau* was also very active on social media in reaction to various announcements regarding the transformation of the health care system in Ontario. We had a strong presence on the ground during various local, regional and provincial activities. Our team participated in cultural activities, fairs, research studies, consultations, AGMs, symposiums, along with other activities organized by representatives of the health care system, educational institutions and Francophone community organizations.

## With our Partners

Participation  
in a video

1

Published  
articles

2

Representation  
at events

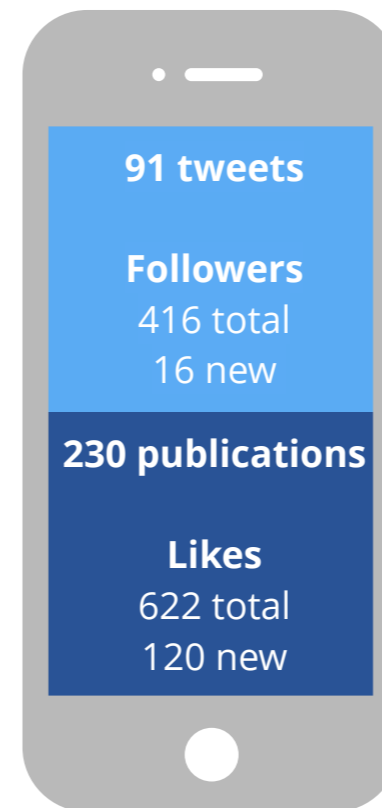
44

- ❖ *Le Relais* - 2<sup>nd</sup> semester 2019  
[Le Réseau s'engage dans la transformation du système de santé ontarien](#)
- ❖ *Le Relais* - 1<sup>st</sup> semester 2020  
[De la petite enfance aux foyers de soins de longue durée](#)

The *Réseau* participated in the [video](#) (available in French only) to launch a Francophone Network for mental health and addictions services providers.



## Social Media and Bulletin INFO Newsletter



## In the Media



Interview with the ED (in French) - [Les risques pour les francophones dans la réforme du système de santé ontarien](#)



Quote from the ED (in French) - [Vers une meilleure compréhension du vieillissement des francophones](#)



Article about the actions taken by the *Réseau* (in French) - [Réforme du système de santé : des organismes signalent les risques pour les francophones](#)

Media  
Interviews  
5



## 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 *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 *Société Santé en français*, the LHINs, Ontario Health or the government of Ontario.



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Société **Santé**  
en français



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