



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

Annual Report

2014-2015

more access + more equitable French language services = better health

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Message from the Co-Chairs

The 2014-2015 year has been very successful in terms of the work we accomplished, as well as with regard to our orientations and decisions. In accordance with the priorities identified in its 2012-2016 Strategic Plan, the Réseau du mieux-être francophone du Nord de l'Ontario (RMEFNO) has continued to move forward, while staying aligned with the health priorities at the provincial and federal levels. The Board of Directors has completed an evaluation process designed to measure the impact of our results in the field, and to prepare for a new strategic planning exercise in 2016.

The Francophone communities of Northern Ontario have played an integral role in improving access to French language health services. Their involvement has been instrumental in the RMEFNO's ability to move forward with its Recommendation Report to the Local Health Integration Networks (LHINs), and in identifying the priority areas for the coming year. This year, we have submitted our third Recommendation Report, followed by an implementation plan, which was developed jointly by the North East and North West LHINs in collaboration with the RMEFNO.

We have also undertaken the development of accountability and evaluation frameworks, using indicators and targets that will allow us to provide a better assessment of our activities and to share this information with our partners and the communities we serve.

The Board of Directors has made a commitment to review and update the RMEFNO's by-laws. The changes reflect the RMEFNO's evolution in its role as a French Language Health Planning Entity and Health Network. The proposed modifications to the by-laws concern the distribution of geographical regions, the membership model, and the composition of the Board of Directors.

Numerous engagement activities, partnerships and communications with health service providers, our partners and our communities, have resulted in the RMEFNO's team becoming an increasingly valuable resource for committees, planning groups, health service providers and community organizations. We wish to extend our appreciation to our team for their accomplishments in this regard.



A handwritten signature in black ink, appearing to read 'Kim Morris'.

Kim Morris
Co-Chair
RMEFNO Board of directors

A handwritten signature in black ink, appearing to read 'Fabien Hébert'.

Fabien Hébert
Co-Chair
RMEFNO Board of directors



Message from the Executive Director

2014-2015 was a year marked by creation and innovation in all of the RMEFNO's activities. Our Website received a makeover and we launched our Facebook page as well as our Twitter and YouTube accounts. These efforts allowed us to achieve our goal of increasing our visibility in Northern Ontario and elsewhere.

We are also proud of our Health Capsules project, the result of a successful collaboration with Northern Ontario health service providers, community agencies, and Hearst's community radio, CINN-FM.

This year, the Planning Officers of the Entities and Networks met in person in Toronto for the first time, to share their successes and find solutions to resolve common issues and challenges. The Executive Directors of the Entities and Networks have been working together since 2010, and this collaboration is now being extended to include the officers in the field. The participants all agreed that it was a valuable experience.

At the provincial level, approximately 60 key actors in the health sector attended the third French Health Forum organized by 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. The collaborative efforts of the Networks, Entities, and Francophone partners achieved tangible results, as demonstrated during the Forum with the launch of the Joint Position Statement on the Active Offer of French Language Health Services in Ontario.

Our collaborative work with the LHINs is ongoing. Together, we have identified priorities and activities that we are jointly addressing within our annual work plans. Collaboration is a key element and we continue to have a positive impact on French language health services for the Francophones in Northern Ontario.

I wish to thank the Board of Directors for their support and their time, as well as the members of the RMEFNO's team who worked together to ensure the successful implementation of all our projects. I would also like to thank our Francophone and Anglophone partners and the members of our communities for their heartfelt commitment to French language health services.



A handwritten signature in black ink that reads "Diane Quintas".

Diane Quintas
Executive Director

1. The Réseau du mieux-être francophone du Nord de l'Ontario

1.1 Mandates

1.1.1 Member Network of the Société Santé en français (SSF), Funded by Health Canada

The Réseau du mieux-être francophone du Nord de l'Ontario is one of 16 member networks of the Société Santé en français. The RMEFNO works in collaboration with the other member networks on the national, provincial and regional levels, through its participation at the SSF Board of Directors and the Executive Directors Table, to promote the development of French language health services. The actions of the SSF networks focus on an integrated approach with the following partners:

1.1.2 French Language Health Planning Entity in Ontario

In 2010, the Ministry of Health and Long Term Care (MOHLTC) appointed the RMEFNO as the French Language Health Planning Entity for Northern Ontario. A Funding and Accountability agreement, jointly signed by the RMEFNO and the North East and North West LHINs, outlines each party's responsibilities. Every year, the RMEFNO and the North East and North West LHINs, identify their priorities and activities in a Joint Annual Action Plan (JAAP). We are proud to present the results of the work we accomplished throughout the year, the fifth year of existence of the Entities. Our complementary mandates led us to collaborate on several projects at the national and provincial levels, as well as at the regional level, across the Northern Ontario territory covered by the RMEFNO.



1.2. Strategic Directions

We have concluded the third year of our 2012-2016 Strategic Plan. The Board of Directors has continued to guide the direction of our activities through our strategic planning orientations. The activities presented later in this report will demonstrate the extent to which the work of the entire team, throughout the year, was aligned with our strategic areas while building on the pillars of engagement, accountability and a collaborative approach. With respect to the health of the Francophone population in terms of prevention and promotion, the RMEFNO played a positive role through a number of provincial and regional projects aimed at increasing the availability of services and training via the Ontario Telemedicine Network (OTN) and the creation of Health Capsules on health promotion and disease prevention. We have also made a significant contribution to improve access to services and increase awareness towards the need for equitable and safe health services for Francophones, by our ongoing collaboration with the North East and North West LHINs and by providing support to the health service providers in terms of designation and active offer. In addition, we have had many opportunities to increase our access to evidence-based data for French language health service planning, for instance, by participating in provincial projects on the promotion of the linguistic variable as a means to identify the language of the patients, by our interactions with health service providers, and by sitting on various committees. Internally, we have implemented a more efficient data collection system that allows us to better assess the achievement of our objectives and to track our result indicators. Towards the end of the year, the Board of Directors started preliminary work on the next strategic planning exercise to consistently update our orientations. The following diagram represents our 2012-2016 strategic plan.

2012-2016 Strategic Map

OUR MISSION

The RMEFNO's purpose is to ensure that Francophones of this vast region have access to a continuum of quality French language healthcare programs and services that meet their needs.

OUR 2012-2016 VISION

more access + more equitable French language services = better health

VALUES

Equity
Integrity
Accountability
Quality
Respect

OUR KEY PRIORITIES AND OBJECTIVES FOR 2016

PROMOTION AND PREVENTION

The RMEFNO plays a positive role in improving and influencing health promotion and disease prevention for the Francophone population.

ACCESS

There has been an increase in the number of French language services in certain targeted priority areas of intervention.

EVIDENCE-BASED DATA

The planning, implementation and assessment of health services for Francophones living in minority communities relies on evidence-based data.

OUR PILLARS

ACCOUNTABILITY AND ENGAGEMENT

Comprehensive mechanisms are in place for planning, implementing and assessing healthcare services to better meet the needs of the Francophone population.

COLLABORATIVE APPROACH

To achieve its strategic objectives, the Réseau favours a collaborative approach.

1.3 Board of Directors



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



Kim Morris - Co-chair
Sudbury-Manitoulin Region



Fabien Hébert - Co-chair
Hearst Region



André Marcil - Treasurer
Kapuskasing-Cochrane Region



Angèle Brunelle - Secretary
North West Region



Denis Bélanger
Timmins Region



Sylvianne Mauro
North West Region



Suzanne Davidson-Noël
Nipissing-Parry Sound Region
March 2014 - May 2014



Nathalie Aubin
Sudbury-Manitoulin Region



Lyne Robitaille
Algoma Region



Jocelyne Maxwell
Temiskaming Region



Claire Narbonne-Fortin
Sudbury-Manitoulin Region

The RMEFNO's Board of Directors is comprised of eleven members who represent the regions within its territory, as well as the five partner groups: health care professionals, government authority, administrators of health care institutions, training institutions, and community agencies. The following table presents the members of the Board of Directors during 2014-2015. We wish to express our appreciation to Suzanne Davidson-Noël, representative from the Nipissing-Parry Sound Region, who retired from the Board this year. Congratulations!

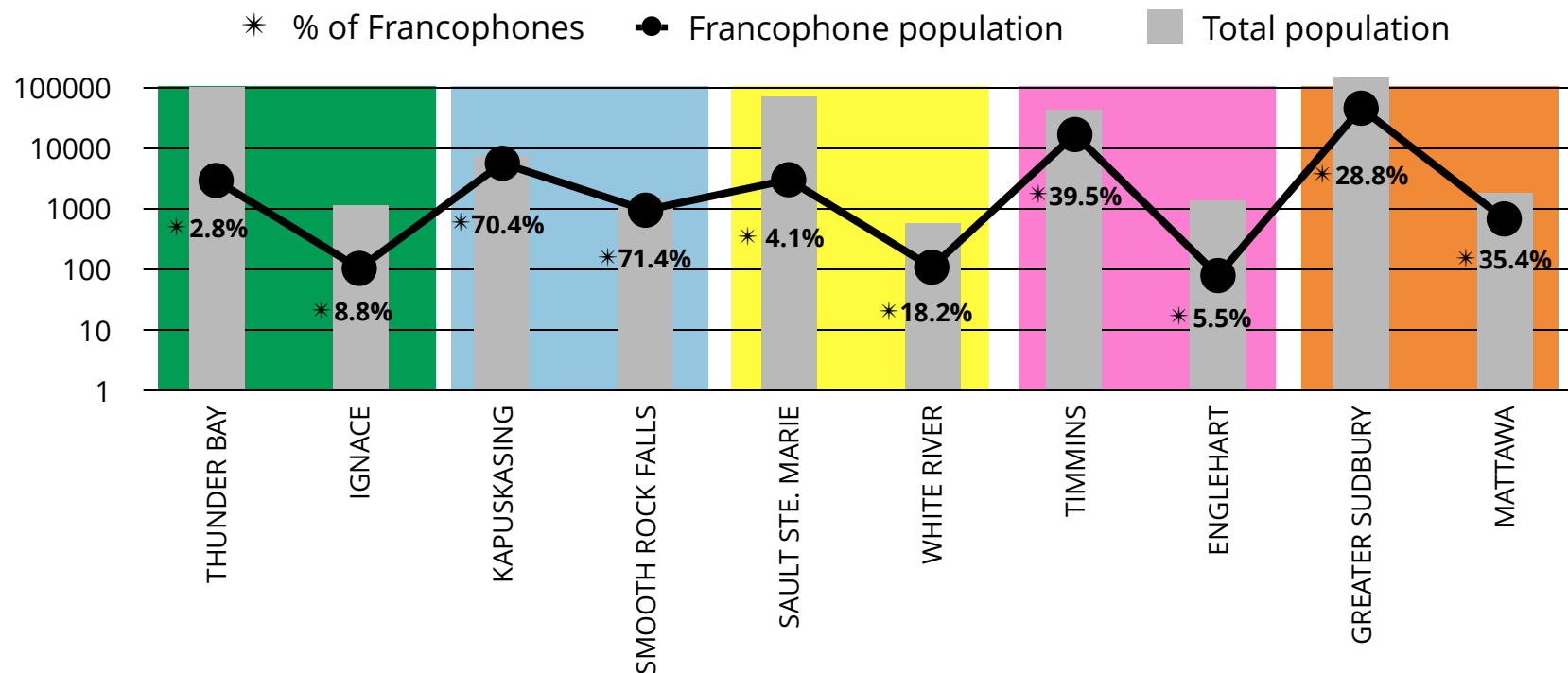
1.4 RMEFNO Team

There were several new additions to the RMEFNO's team in 2014-2015, namely with the hiring of a new Planning and Community Engagement Officer, an Administrative Assistant and an interim Executive Assistant to cover a maternity leave.



1.5 RMEFNO Territory

The RMEFNO's service area includes the territories covered respectively by the North East and the North West LHINs. Our huge geographic area includes significantly diverse demographic characteristics, with cities of over 100,000 people such as Thunder Bay and Greater Sudbury, towns of 50,000 people like Sault Ste. Marie and North Bay, and isolated rural communities with very low population density such as Ignace, Manitouwadge, Dubreuilville, Hornepayne and Chapleau. The dynamics of the many communities found in this large region of Ontario are quite varied and each community faces different challenges. We must adapt our planning and community engagement work to each unique reality, which is why the methods of engagement we use and the priority issues can vary from one region to another. The following graph presents this diversity, with the higher density cities in each region as well as those with the lowest population. The black line shows the Francophone population in each community. The logarithmic scale (1, 10, 100, etc.) in this graph allows us to display large-size cities and small-size communities on the same graph.



2. Our 2014-2015 Activities and Outcomes



The RMEFNO's Board and team met for supper in Toronto while they were respectively there for the French Health Forum and a provincial meeting of the Entities and Networks staff. - March 10, 2015



Suzanne Salituri, Planning and Community Engagement Officer, attending a pancake breakfast organized by Sault Ste. Marie's Francophone Centre – February 28 and March 1, 2015



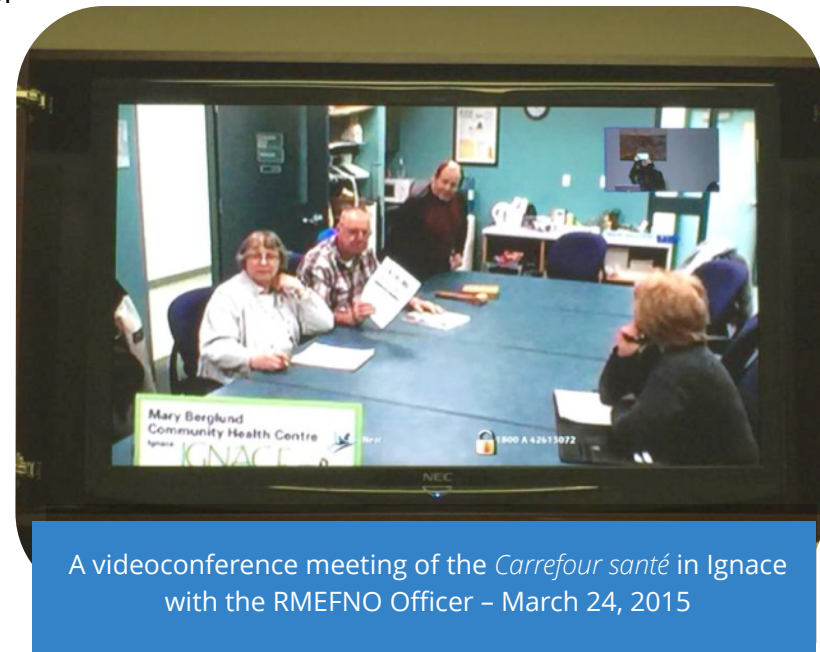
Chantal Bohémier, Dr. Sara Bowen and Angèle Brunelle attending a meeting in Edmonton of the partners in the Interpretation and Support Services Models Project, to improve access to health services for the minority Acadian and Francophone communities – March 24-25, 2015



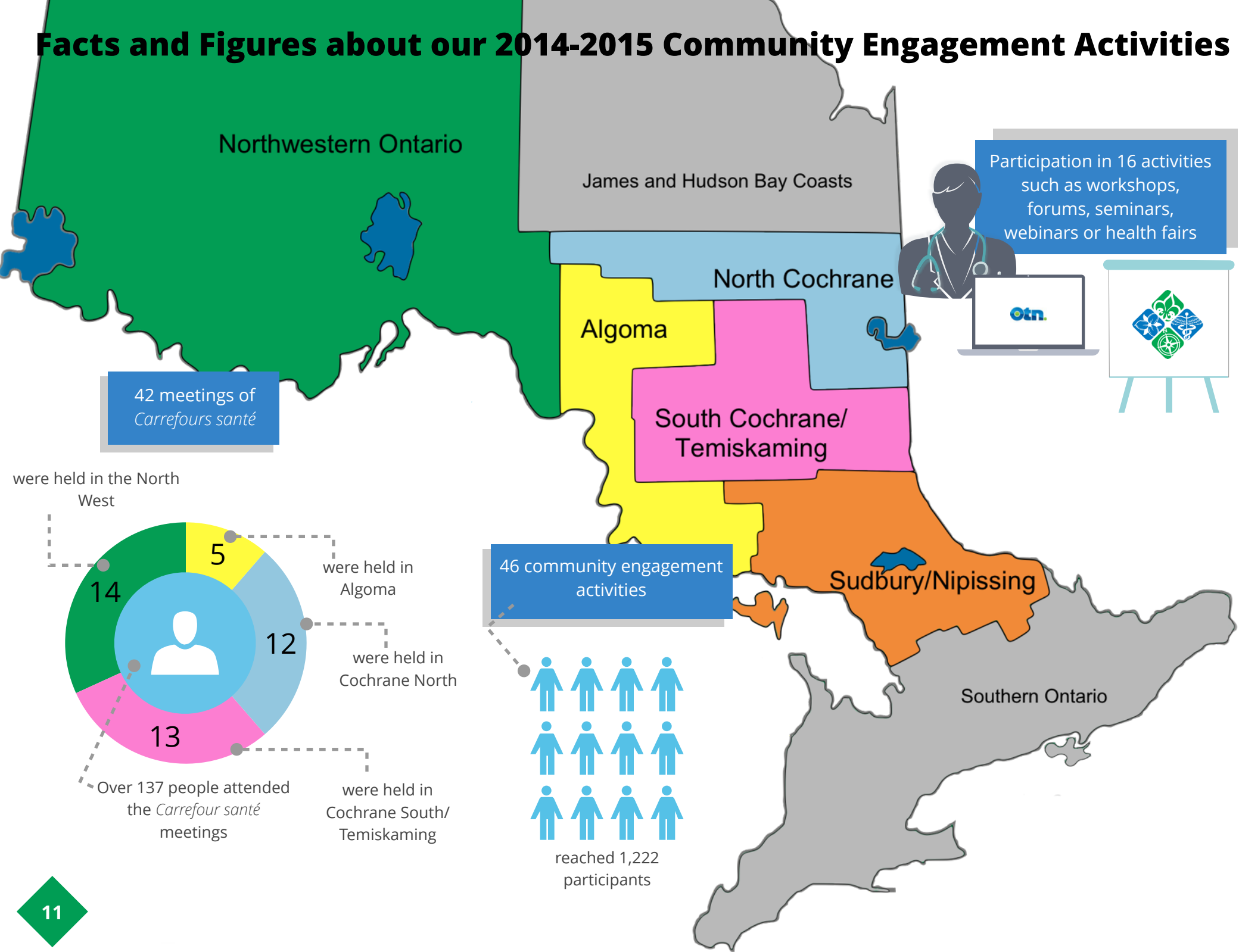
Victims Services staff giving promotional items at the Smooth Rock Falls Carrefour santé – March 24, 2015

2.1 Community Engagement and *Carrefours santé*

The RMEFNO has pursued its community engagement work this year, in particular in its involvement with the 17 *Carrefours santé* (Health Hubs) and the two Health Tables. These groups held a total of 45 meetings in 2014-2015, to discuss health priorities in their respective regions, to talk about challenges in terms of French language health services, and to propose solutions. In addition to the *Carrefours santé* and the Health Tables, with which the RMEFNO works several times during the year, many communities also have other Francophone groups through which they can express their needs. We collaborate with these groups as well, and when the LHINs or health service providers want to survey the Francophone population or better understand their needs, we work with the *Carrefours santé* and all these other groups to provide the most complete picture possible. The Planning and Community Engagement Officers and other team members took part in 46 other community engagement activities that reached 1,000 participants across our service area. Some of the activities were organized by the LHINs, health service providers, or by partners such as the *Consortium national de formation en santé* (CNFS). This year, the RMEFNO was involved in the organization and promotion of a number of seminars, forums, webinars, training activities, and health fairs. The following page provides a snapshot of our community engagement activities in 2014-2015.



Facts and Figures about our 2014-2015 Community Engagement Activities



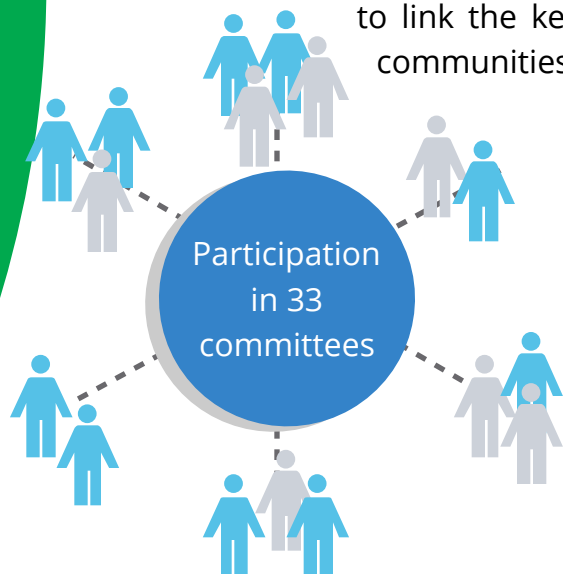
2.2 Our Role in French Language Health Services Planning

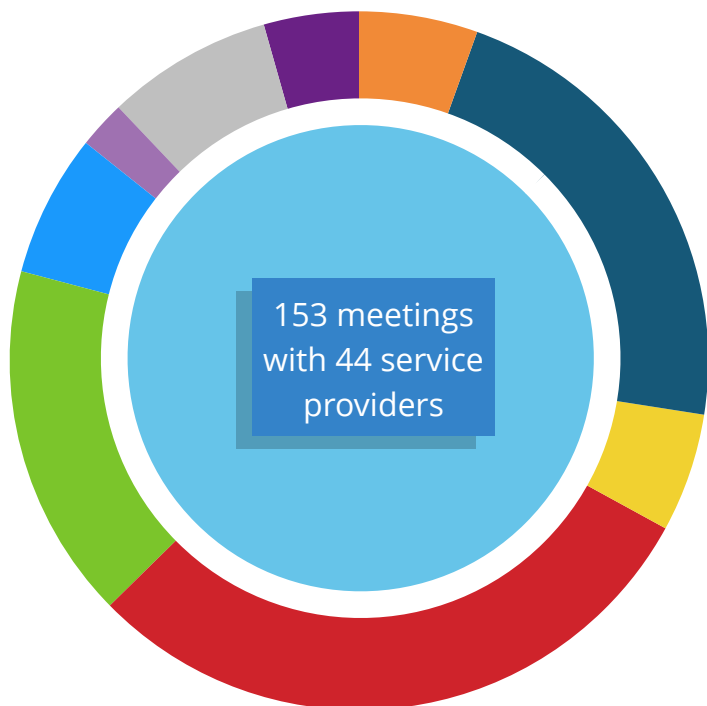
Planning for French Language Health Services constitutes an important part of the RMEFNO's role. This role is complementary and very closely related to its community engagement role. We accomplish the planning component in different ways through our work with the LHINs and our many interactions with health service providers. Our planning work falls under four main categories:

LHIN and health service providers committees	Resource persons for health service providers
Support to health service providers in the designation process	Presentations given by the RMEFNO

Our planning work also includes our annual Recommendation Report to the LHINs that we will present in the next section of this report.

2.2.1 The first category covers our participation on a number of committees established by the LHINs, health service providers, health service provider groups, and community agencies. Our role within these committees is to ensure the use of a Francophone lens throughout the planning process, to promote the Joint Position Statements of the *Regroupement des Entités* and *l'Alliance des Réseaux*, and to link the key actors in these committees with the Francophone communities.





2.2.2 The second category is our role as a resource to health service providers, beyond the scope of the work we do within the committees. This involves providing support to health service providers in their efforts to provide French language services within their organization, whether through the designation process, active offer of services, or strategies related to human resources. The graph on the left shows a breakdown of our meetings by sector.

- Community Care Access Centre (CCAC)
- Community Support Services
- Community Health Centres
- Hospitals
- Mental Health and Addictions
- Health Service Provider (HSP) Groups
- Palliative Care
- Other Sectors
- Long-Term Care



The RMEFNO team enjoying the “Déjeuner (breakfast) de la Francophonie” in Sudbury – March 20, 2015

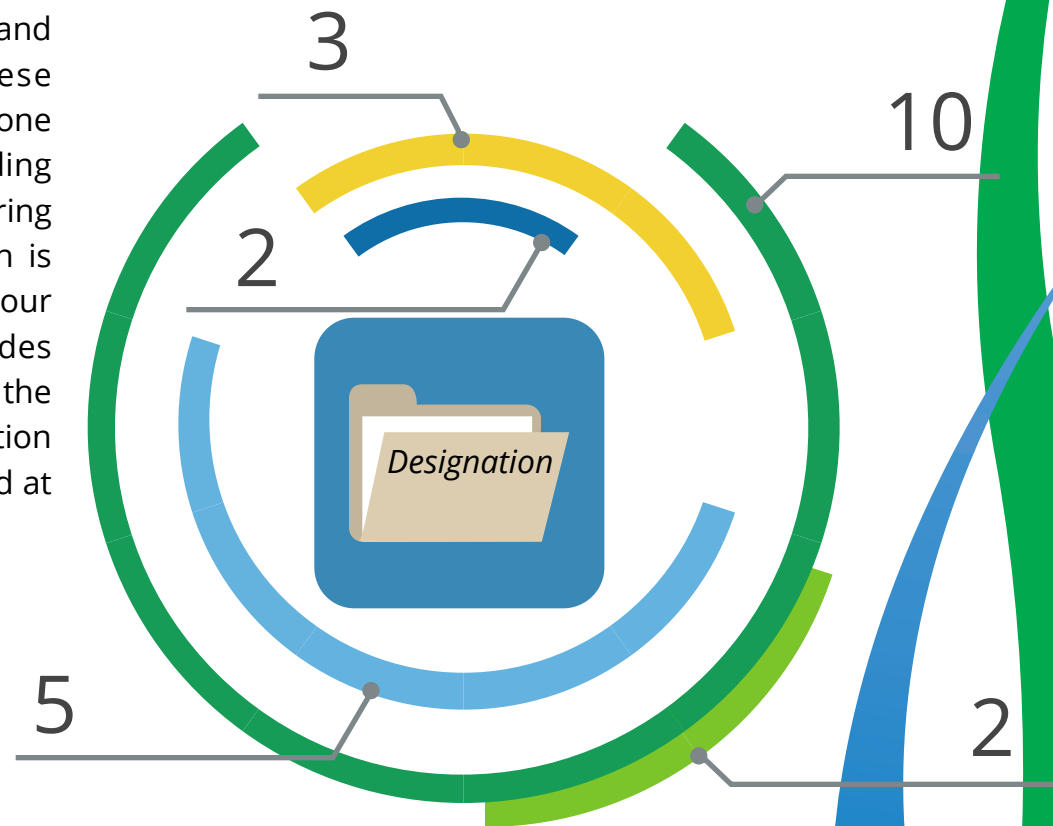


Meeting of the French Language Advisory Committee of the Northern Ontario School of Medicine - March 24, 2015

2.2.3 Our third category includes our collaboration with the North East LHIN with respect to the designation process, specifically the support we offer health service providers in the development of their designation plan or review of their existing plan. In the North West, as well as in many regions in the North East, we also work with identified health service providers. Our Planning and Community Engagement Officers support these providers in their efforts to engage the Francophone populations they serve, for instance, by providing information in terms of training for their staff or sharing of resources such as the Active Offer Toolkit, which is available on our Website. In the North West, our collaboration with the North West LHIN includes conducting a review of the identified providers; the LHIN's work will now focus on establishing collaboration among providers with those who have been identified at the Integrated District Networks (IDN) level.

What is designation?

If you are reading this report and are wondering what designation means, or what the criteria for agency designation under the *French Language Services Act* are, please refer to the definition in the appendix or visit: <http://www.ofa.gov.on.ca/fr>.



Training session on Active Offer CNFS-Université
Laurentienne – February 10, 2015

- Providers identified for designation under the *French Language Services Act*
- Providers who have submitted their designation plan
- Providers who have completed their action plan
- Providers at the beginning of the process
- Providers whose request for designation is complete and awaiting approval from the Ministry

2.2.4 In the fourth category, we include the presentations we give in the context of our work with committees, health service providers, Carrefours santé, community agencies, and our other partners. Our presentations cover many topics, ranging from our role as an SSF Health Network and French Language Health Planning Entity, active offer and demand, the designation process, and the importance of ensuring a Francophone lens in every planning process related to French language health services.



Sylvie Sylvestre and Elsa St-Onge give a videoconference presentation on active offer to the Timmins Porcupine Alzheimer Society – March 3, 2015



Meeting of the *Carrefour santé* in Kapuskasing – January 14, 2015

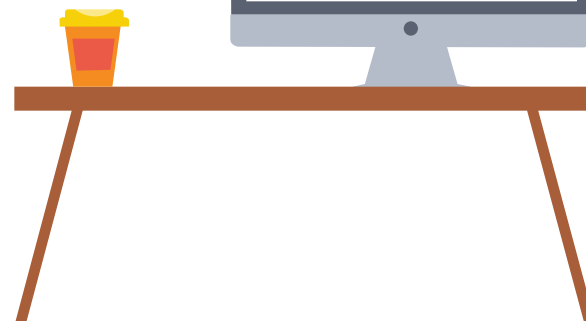
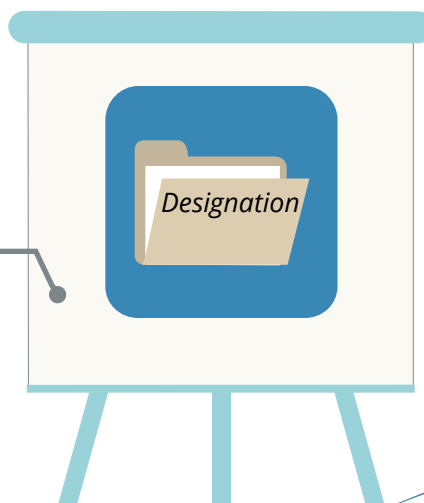
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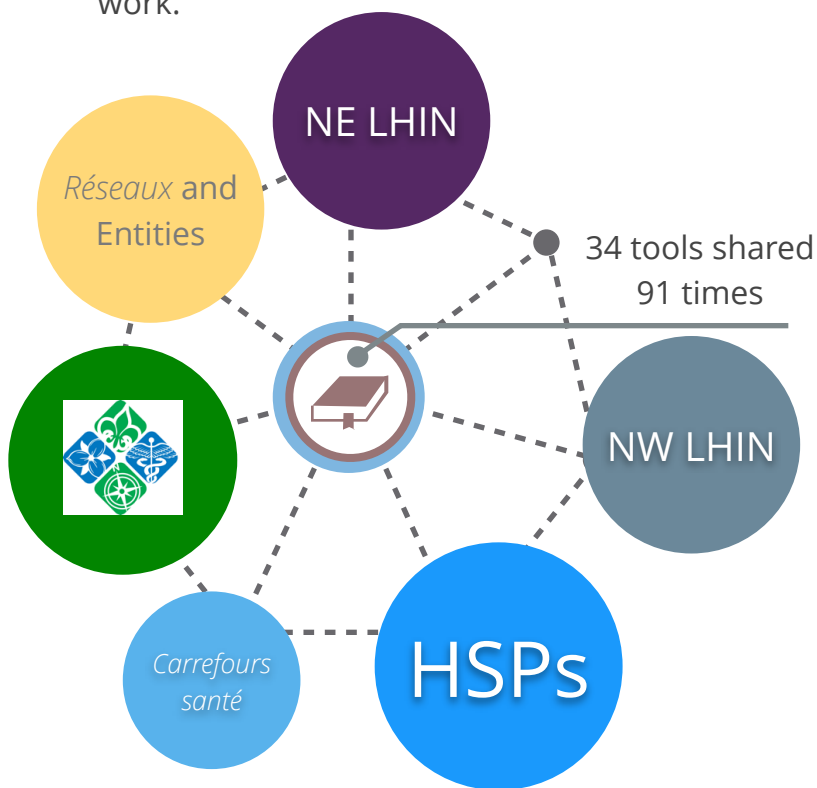


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2.3 Partnerships and Highlights

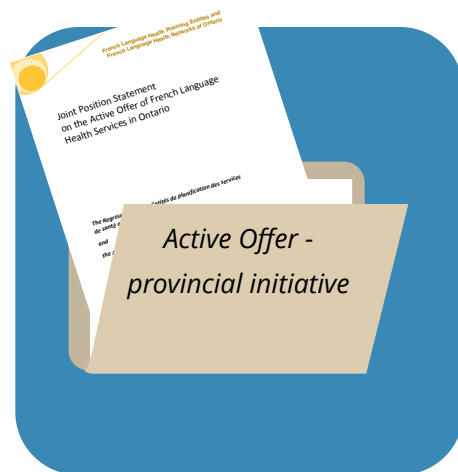
The following graphics demonstrate a few of the successes we achieved as a result of our team's work.



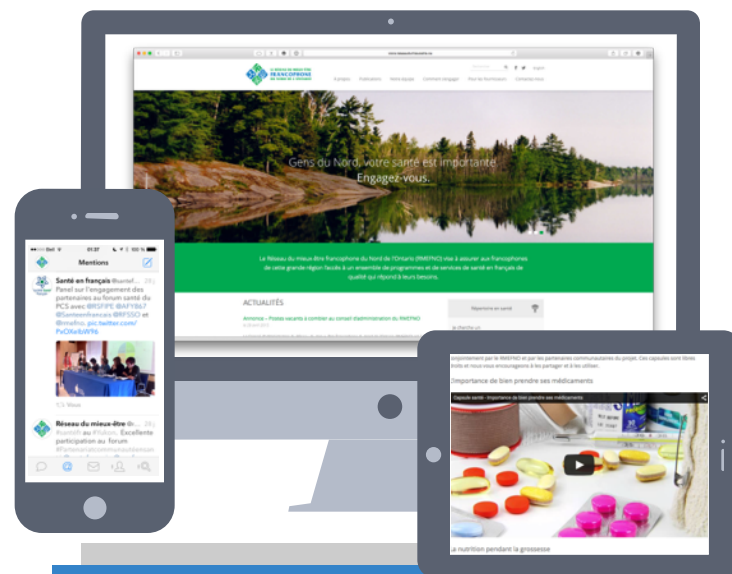
Collaboration and Support to HSPs

100 instances of sharing over 30 tools, including: examples of designation plans, the Active Offer Toolkit, the Joint Position Statements, Translation Services guidelines, a summary of the RMEFNO's Recommendations, a list of designated HSPs and information about conferences and training opportunities.

First provincial meeting of the Entities and Networks' staff in Toronto in March 2015. This networking activity created an opportunity for collaboration and sharing of expertise between the different teams.



Development of a Joint Position Statement on the Active Offer of French Language Health Services in Ontario by the *Regroupement des Entités* and *l'Alliance des Réseaux*



Communication Plan

- Launch of our new Website
- Launch of our Facebook page and Twitter account
- RMEFNO newsletters
- Photo contest
- Distribution of the Active Offer Toolkit
- Publication of Health capsules

2.3.1 National and Provincial Involvement

The RMEFNO sits on a number of provincial and national committees in order to fulfill its double mandate as an Entity and a Network. The following table presents the provincial and national level committees:

RMEFNO participation in advisory committees at the national and provincial levels

Working Group: Building collaboration with our government partners	<i>Alliance des réseaux santé en français de l'Ontario</i>
Committee of the Executive Directors of the <i>Réseaux</i> of Ontario (CoDiGe)	<i>Regroupement des Entités de planification des services de santé en français de l'Ontario</i>

Every member network of the Société Santé en français implements its own version of the annual work plan. For 2014-2015, the plan was divided in accordance with four funding envelopes: Networking, Adaptation of Services, Promotion and Prevention, and Human Resources. The plan includes objectives ranging from administrative details to the completion of one-time projects.

Following are some of the activities resulting from our role as a Planning Entity within the SSF work plan:

- Participation in the forum of the *Alliance des Réseaux* and *Regroupement des Entités* in Toronto in March 2015
- First provincial meeting of the Networks and Entities Officers during the Forum
- Launch of a project under the Training and Linguistic and Cultural Adaptation funding envelope; the purpose of this project is to develop a Directory/an inventory of bilingual professionals in Northern Ontario in collaboration with the Northern Ontario School of Medicine (NOSM)
- Launch of the Joint Position Statement on the Active Offer of the *Regroupement des Entités de planification des services de santé en français de l'Ontario* and the *Alliance des Réseaux ontariens de santé en français*



Presentation by Fabien Hébert, Chair of *Alliance des Réseaux ontariens de santé en français* and RMEFNO Co-Chair at the French Language Health Forum – March 11, 2015

2.3.2 Regional Activities

In terms of the RMEFNO's service area, the Planning and Community Engagement Officers, as well as the entire team, are working closely with the LHINs, health service providers, training institutions and community agencies in the planning for French language health services. Following are a few of our accomplishments in this area this year:

- Presentations and discussions surrounding the mandate of the *Carrefours santé* in order to clarify their relationship with the RMEFNO
- Assessment of the *Carrefours santé* and Recommendation Report about the *Carrefour santé* model
- Creation of a NE LHIN/NW LHIN/RMEFNO sub-committee for the purpose of developing a French Language Services toolkit
- Distribution of the Active Offer Toolkit to more than 160 health service providers throughout Northern Ontario
- Launch of our new Website and communication strategy, including a Facebook page and a Twitter account
- Launch of the RMEFNO newsletter
- Organization of a photo contest to provide us with photos that showcase the vitality of the Francophone communities in Northern Ontario
- Engagement of Francophones to participate in the North East LHIN survey titled "Strengthening Northeastern Ontario's Health Care System and Enhancing Home and Community Based Care" with record participation by Francophones in this consultation
- Attendance at the Ontario Hospital Association conference under the theme "Patient Engagement and Experience" which provided interesting possibilities with respect to the *Carrefour santé* model
- Inclusion of the Francophone lens within the mandate of many of the North East LHIN committees on which the RMEFNO sits
- Inclusion of the two questions from the Joint Position Statement on Linguistic Variable in the common referral form for the various community support service agencies and health service providers

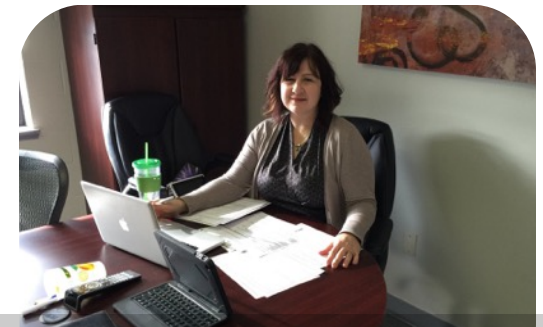


Jonathan Bussi res and Chantal Boh mier at the OHA's Conference entitled "Patient Engagement and Experience" – March 25, 2015

- Participation in the workshop on the integration of the concept of Active Offer into the training programs for Francophone healthcare professionals, which also included a component on cultural and linguistic competencies; this workshop was organized by the CNFS-Laurentian University for future health care professionals and key stakeholders in the community. The RMEFNO also supported the CNFS by recruiting health service providers from Northern Ontario to attend this workshop.

North West

- Participation in two Integrated Health Services Plans (IHSP) meetings, in Marathon and Thunder Bay respectively, with providers from the District of Thunder Bay.
- Participation in the NOSM Strategic Planning and Francophone consultation.
- Support to the Northwest CCAC in the recruitment of Francophones to sit on their Board of Directors and preliminary discussions regarding collaboration in order to include Francophone engagement sessions in their Strategic Planning in the fall of 2015.
- Participation and support in the recruitment of participants for the Thunder Bay Regional Health Sciences Centre's first French Strategic Planning session.
- Organization of two "Lunch and Learn" sessions on Active Offer for employees of the Thunder Bay Regional Health Sciences Centre.
- Four health service providers accessed the *Carrefours santé* in their region for community engagement. A provider facilitated a *Carrefour* meeting by making its videoconference room available to the members.
- Attendance of the RMEFNO, with *l'Accueil francophone de Thunder Bay*, at a national meeting held in Edmonton to present the Interpretation via Telemedicine Project and *l'Accueil francophone's* Interpretation/Training Information Kit. The RMEFNO provided assistance to *l'Accueil francophone* in the development of this project.



Chantal Bohémier attending Greenstone's *Carrefour santé* meeting via videoconference – February 4, 2015

North Cochrane

- The new Planning and Community Engagement Officer travelled across her region to introduce herself to the health service providers and learn more about their services.

- Development of Health Capsules with CINN-FM, Hearst's community radio station, which were aired across the Northeast by Le Loup radio station and also via the RMEFNO's Website and Facebook page for the whole of Northern Ontario.
- Participation in the development of Cochrane North Health Link's business plan.
- Evaluation of the *Carrefour santé* model and preparation of a plan to improve collaborative work with the *Carrefours santé*.

South Cochrane/Temiskaming

- Ongoing planning and organization of health fairs by the *Carrefour santé* Chapleau-Foley-Sultan.
- Presentation to the senior management team of the Timmins and District Hospital on the importance of FLS and Active Offer by the RMEFNO Officer, with two hospital employees who completed the Active Offer training offered by the CNFS-Laurentian University.
- Collaboration with OTN and CNFS-University of Ottawa and CNFS-Collège Boréal for six additional sites to encourage participation to the conference on mental health « *Cheminer vers le mieux-être* »; 27 persons attended via OTN videoconferencing.
- Support to two health service providers from Cochrane North and Temiskaming who are in the process of preparing their request for designation. Support to a provider who covers both regions in the revision of its designation plan.



Conference on mental health offered by CNFS-University of Ottawa « *Cheminer vers le mieux-être* » - February 13, 2015



Presentation by Sylvie Sylvestre to the Timmins Richelieu Club, *Les Perles du Nord*, on the topic of Active Offer and Demand – December 10, 2014

Algoma

- Attendance at the unveiling of Sault Ste. Marie Hospital's Strategic Plan.
- The RMEFNO's involvement in the health needs assessment project for Algoma North resulted in the collection of feedback from 75 Francophones in the region.
- Organization of meetings with Francophone community groups in two towns without a *Carrefour santé*.
- The RMEFNO's Planning and Community Engagement Officer has been elected as chair of the Cultural and Language Diversity sub-committee of the Regional Community Support Services Committee.
- Support to two health service providers who are in the process of preparing their request for designation.



Suzanne Salituri attending the local MPP's press conference where he announced funding for the Health Link – December 16, 2014

Sudbury Nipissing

- Presentation on Active Offer to the FLS Operations Committee of the Northeast CCAC.
- Community Engagement via mechanisms already established in the Nipissing Region and reconvening of the Greater Sudbury Health Table.
- Coordination of a meeting with the North Bay Regional Health Centre and Collège Boréal to develop opportunities for student placement in the Ultrasound Program and other health care programs provided by the College.
- Support from the RMEFNO and North East LHIN to two health service providers in the Sudbury and Nipissing regions who completed and submitted their request for designation.
- Collaboration/networking with the Community Outreach Worker of the Greater Sudbury Community Health Centre in order to recruit young facilitators to ensure a French language consultation in the next series of consultations of young Francophone adults and their families by the Centre for Addictions and Mental Health on the issue of mental health and addictions services.



Sylvie Beauvais, from Collège Boréal, with Kim Morris, RMEFNO Co-chair, and Monique Rocheleau, RMEFNO Assistant Executive Director, at the French Health Forum in Toronto – March 11, 2015

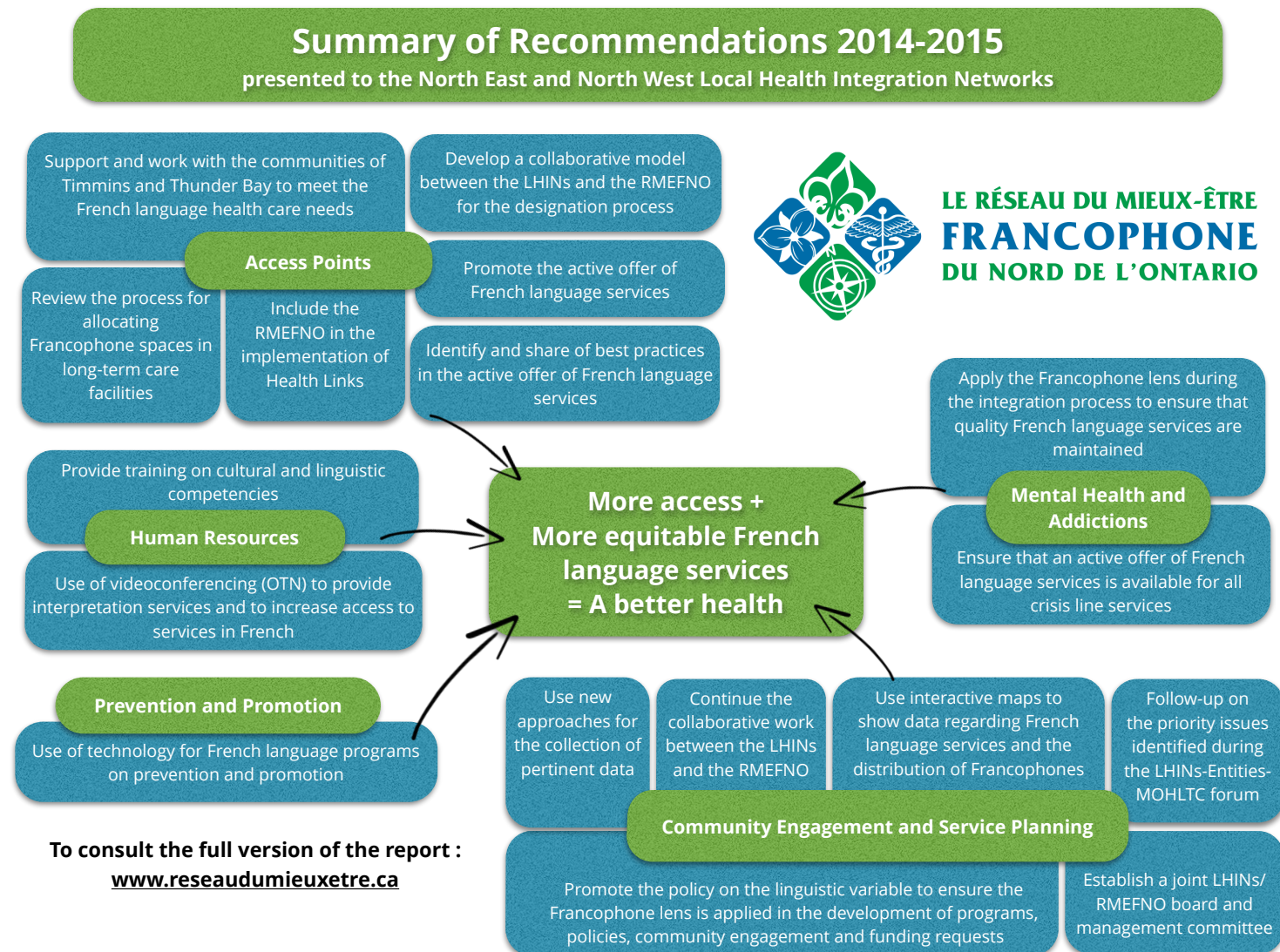
In conclusion, the table on the next page identifies all the active committees in our territory on which members of the RMEFNO's team have served this year. The colour legend shows the specific sector for each committee.

Committees on which the RMEFNO served in 2014-2015

Algoma Community Support Services Network	Centre for Addictions and Mental Health (CAMH) Service Collaborative	Cochrane District Community Support Services Network	Cochrane District Mental Health and Addiction System Group	North Cochrane Health Link
French Language Advisory Committee of Health Sciences North	Special Education Advisory Committee of the Conseil scolaire de district catholique des Aurores boréales	Special Education Advisory Committee of the Conseil scolaire catholique du Nouvel-Ontario	French Language Health Services Working Group of the North East LHIN	NOSM's Francophone Reference Group
French Language Health Services Working Group of the North West LHIN	Canadian Mental Health Association Nipissing FLS Committee	Maison Vale Hospice FLS Committee – HR Sub-committee	Nipissing Manor FLS Committee	St. Joseph Care Group FLS Committee
Timmins and District Hospital - French Language Services Committee	Temiskaming Home Support FLS Committee	The North Algoma Health Needs Assessment Steering Committee	Thunder Bay Regional Health Sciences Centre - French Language Services Committee	Planning and Community Engagement Officers Provincial Committee reporting to the Executive Directors Table
NE CCAC FLS Committee	NE LHIN/Health Links Regional Community of Practice	Sudbury/Manitoulin Community Support Services Network	Mental Health and Addiction Network of Care Committee	Network 13
North Bay-Parry Sound-Timiskaming Community Support Services Network	North East Regional Hospice Palliative Care Steering Committee	Sault Ste.Marie Local Immigration Partnership	Regional Community Support Services Network	Sault Ste.Marie Downtown Health Needs Committee
LHIN-RMEFNO Liaison Committee (participation of both North East and North West LHINs)	NE/NW LHINs and RMEFNO Subcommittee on the development of a FLS Kit	Health Sectors <ul style="list-style-type: none"> ● Community Care Access Centre (CCAC) ● Community Support Services ● Hospitals ● Mental Health and Addictions ● Other Sectors ● Long-Term Care ● North East LHIN ● North West LHIN 		

3. Recommendation Report 2014-2015

The summary of our 2014-2015 Recommendation Report outlines the evolution of our recommendations to the North East and North West LHINs.



The summary of our activities as outlined in this report shows that 2014-2015 was indeed a full and productive year. We now have a communication plan and are continually increasing our visibility in the communities and with our health service partners in Northern Ontario. Through our community engagement activities, we were able to reach out to groups of Francophones in communities without a *Carrefour santé*. Our Planning and Community Engagement Officers are increasingly considered by health service providers to be invaluable resource persons. Through their various presentations, our team members are able to raise awareness and provide support to health service providers with respect to active offer and the designation process. The RMEFNO is also engaged at the national and provincial levels with the others Entities and Networks, with regard to the Joint Position Statement on Active Offer that was launched at the end of the year, as well as in a number of other collaborative projects in areas such as prevention and promotion, telemedicine and mental health. The year 2015-2016 promises to be just as full and our team will once again continue its efforts to improve the health of the Francophone population across Northern Ontario.



Kelly Saxberg (Shebafilms), Chantal Bohémier and Diane Quintas, attending the launch of the RMEFNO's video on Active Offer – May 6, 2014



Chantal Bohémier and members of the French Language Internal Working Group of the Thunder Bay Regional Health Sciences Centre during the Franco-Ontarians' Day – September 25, 2014

Appendix - Agency designation under the *French Language Services Act*

“The *French Language Services Act* is part of a group of legal provisions guaranteeing the language rights of francophones.

Agencies that are partially funded by the province, such as hospitals, children's aid societies and seniors' residences are not automatically subject to the *French Language Services Act* (FLSA).

However, these agencies may ask to be officially designated, in which case Cabinet will enact a regulation to designate them as providers of services in French. Once designated, the agencies must provide French-language services just as the ministries do.” Excerpt from the Office of Francophone Affairs website: (<http://www.ofa.gov.on.ca/fr/index.html>).

Criteria for agency designation under the French Language Services Act (Revised in 2013)

The agency must offer quality services in French on a permanent basis, which is ensured by employees with the requisite French language skills.

Access to services must be guaranteed and follow the principle of an active offer.

Provisions for effective representation of Francophones on the board of directors and its committees are included in the administrative by-laws and must reflect the proportion of the Francophone population within the community served.

The senior management team must have an effective representation of Francophones.

The board of directors and the senior management team must be accountable with respect to the quality of French language services.

In collaboration with the NE LHIN, the RMEFNO supports the designated organizations, as well as those who are in the process of preparing a request for designation, by providing guidance and assistance throughout the process. The RMEFNO works with the NW LHIN and the providers identified to provide French language services in this region, in order to foster cooperation among all parties in the provision of services to the Francophone population of their territory.

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).

Map of Canada:

Modified version of: (Canada (no names) [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/North_America/canadaNONAMES.pdf (consulted on August 25, 2013).

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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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Annual Report 2014-2015



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

more access + more equitable French language services = better health