



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

Annual Report

2017-2018

Message from the Chair

Dear members and partners, a year has passed since I accepted the position of Chair of the Réseau. We have achieved much during this time!

We have sought to strengthen the foundations upon which the Réseau is built by adopting best practices for a cohesive Board of Directors, recruiting people from various fields of expertise to represent our different regions and continuing to collaborate with our partners and Francophone communities.

We also recognize the value that our members bring to the Réseau and their commitment to the planning for equitable access to French language health services. Since the launch of our membership campaign a year and a half ago, the Réseau now has 193 members (160 individuals and 33 corporate members). A strong and diversified membership allows us to formalize our relationships with the Francophone communities, as well as, increase our credibility with the entire population.

However, what I am most proud of is the work we do in the field with health service providers, Francophones and Northern Ontario communities. This annual report highlights what impact our work has had, how our expertise and services are used and why they are important to you. Our ability to meet the needs of providers is the real measure of our success, and we are confident that our activities demonstrate our commitment and ability to pursue our objectives.

The engagement and dedication of our team and Board members are an invaluable asset to the Réseau. I would like to thank our Executive Director and our employees for their exceptional achievements over the past year. I also extend my appreciation to our Board of directors for their support and engagement.

I would be remiss without expressing my thanks for the valuable support and solidarity of our numerous partners in the quest to improve access to quality services in French for Northern Ontario's Francophones.

It is a real privilege for me to serve the Francophone community!

Thank you,

Collin Bourgeois



Message from the Executive Director

Over the past year, the Réseau has helped bring about improvements to French language health services through our planning approach, our community engagement and our collaboration with our partners. I am very proud to be a part of the mobilizing projects and actions that helped make a difference for Francophones in Northern Ontario, and also for the entire province.



We were delighted to hear that the 2018-2019 provincial budget included funding for the capture of patients' linguistic identity in the system used to support Ontario's health card. This is a major step forward for French language health services, and a project on which we have worked for many years. The provincial government, LHINs and Entities will now be able to collect the data required for planning health services that meet the needs of Francophone patients.

We created interactive online training modules on Active Offer entitled "Active offer of French language health services: why it matters and how to put it into practice." This training course, which was also adapted for all of Ontario, was met with considerable success. Fifteen people signed up during the first two weeks after it was launched, and six of those have already completed it. This tool aims to promote the importance of the active offer and its benefits for Francophone patients.

In collaboration with long-term care facilities and the NE and NW LHINs, we completed a study to address the challenges faced by Francophones in a minority situation living in a long-term care facility. This initiative was undertaken in response to the needs identified by Northern Ontario Francophone communities. The study's nine recommendations highlight the importance of offering services and care that meet the linguistic and cultural needs of residents. We are now in the process of implementing these recommendations.


Our work with health service providers and communities has produced concrete results on many levels and for many providers. A few examples include:

- a strategy for implementing Active Offer of French language health services and adopting the linguistic variable by Thunder Bay Regional Health Sciences Centre (TBRHSC);
- Submission to the MHLTC of the report for the planning and implementation of an innovative model for a Francophone Community Health Centre in Timmins.

All these accomplishments result from the hard work of many people. A special thank you to the members of our communities and our partners for their help identifying Francophones' needs and their support for our work. I would also like to thank the Réseau's team for their exceptional engagement and daily support of the Réseau's actions, as well as our Board of Directors who volunteer their time and share their expertise with us so generously.

Diane Quintas

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.

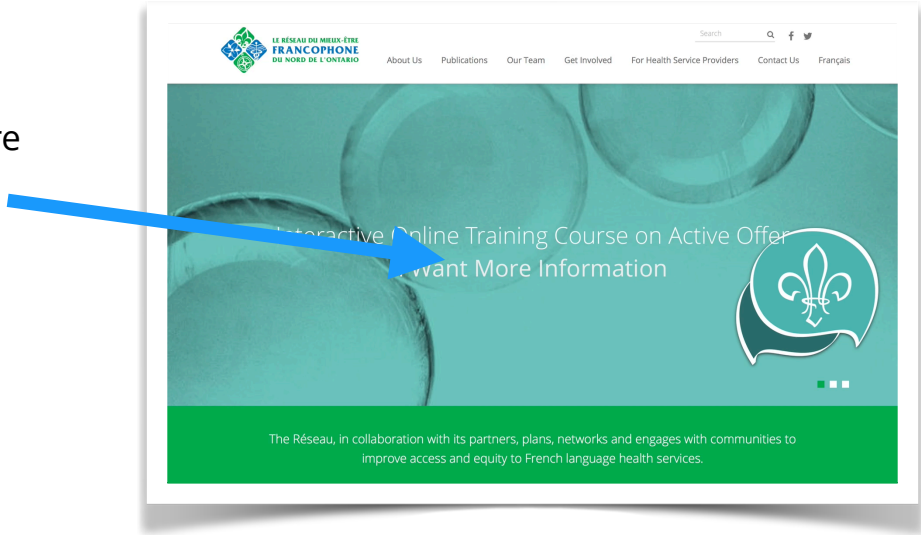


Photo galleries

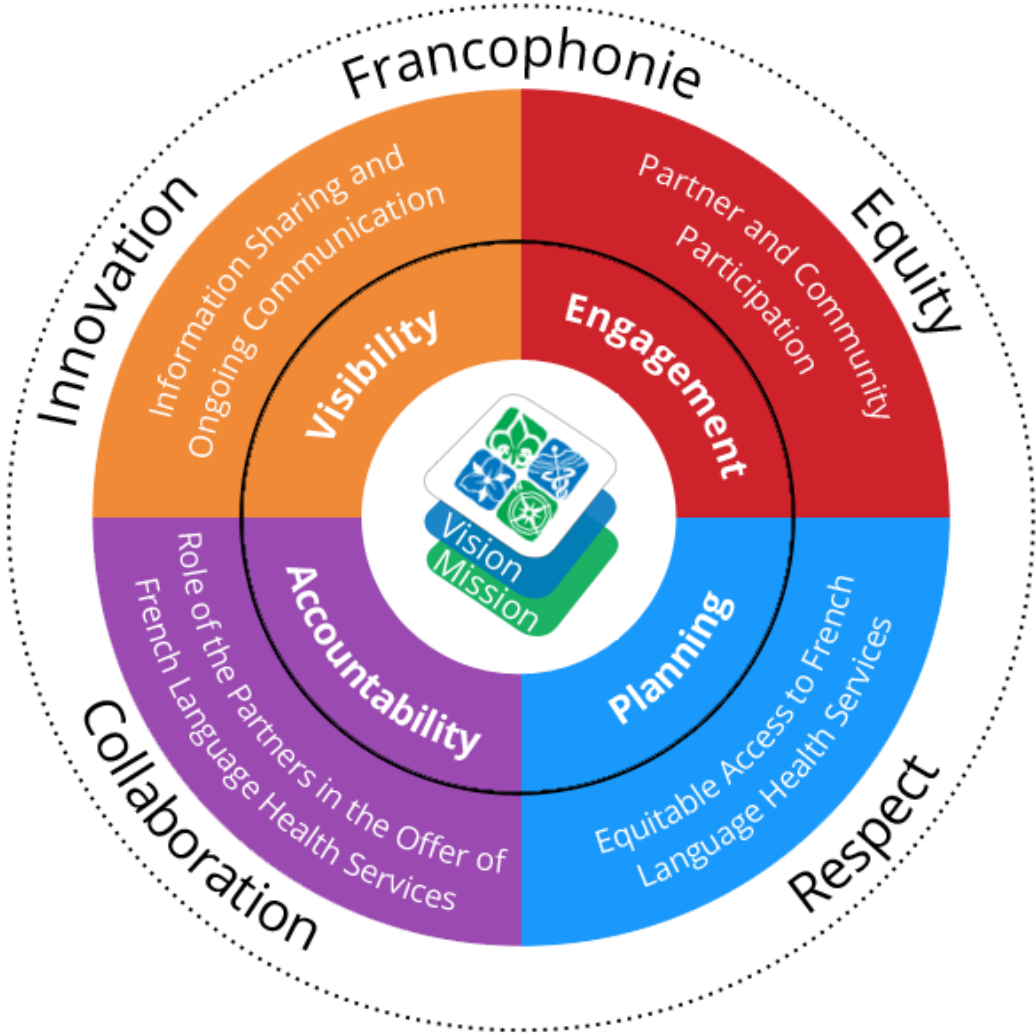


Our presence in the community



Carrefour santé of Chapleau-Foleyet-Sultan – May 2017

Our 2016-2021 strategic objectives



Acronyms

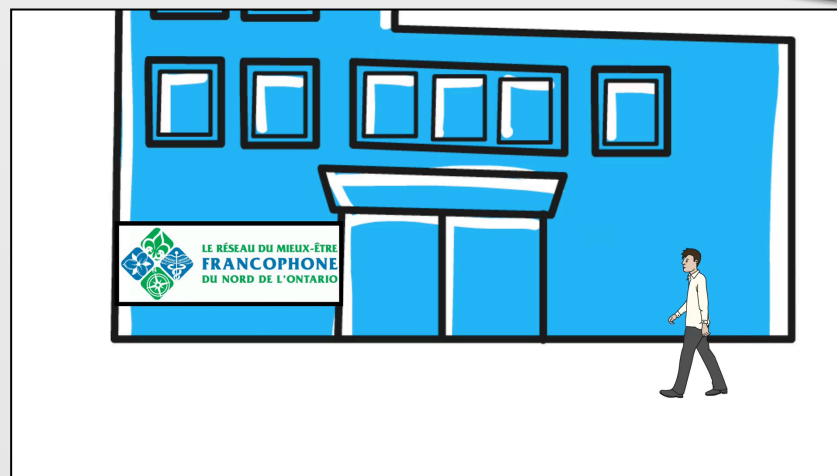
- NOSM: Northern Ontario School of Medicine
- HQO: Health Quality Ontario
- HSP: Health services providers
- SSF: Société Santé en français
- LHIN: Local Health Integration Network
- CRaNHR: Centre for Rural and Northern Health Research

Visibility

"I wanted to let you know that I really like the format of your bulletin. Lots of information, but it is presented in a simple manner and easy to navigate"

- Someone from our newsletter distribution list

Creation of new videos for the Réseau



99 tweets

94 retweets

26 mentions

319 followers

Twitter

1560 profile visits

1990 reactions, comments and shares

5824 clicks on our posts

193 posts

Official Launch

Facebook Live

Examples of Facebook posts

Facebook

Réseau du mieux-être francophone du Nord de l'Ontario
Publié par Monique Rocheleau [?] · 3 novembre 2017 ·

Nous avons eu l'occasion de présenter nos projets et stratégies sur l'offre active, carrefours santé et services d'interprétation L'Accueil francophone de Thunder Bay. Elsa St-Onge Chantal Chartrand Bohemier Angele Brunelle #RVsante2017. De très belles discussions et pistes pour l'avenir.



Presentations at the Rendez-vous santé en français in Ottawa.

Click here to see the other pictures.



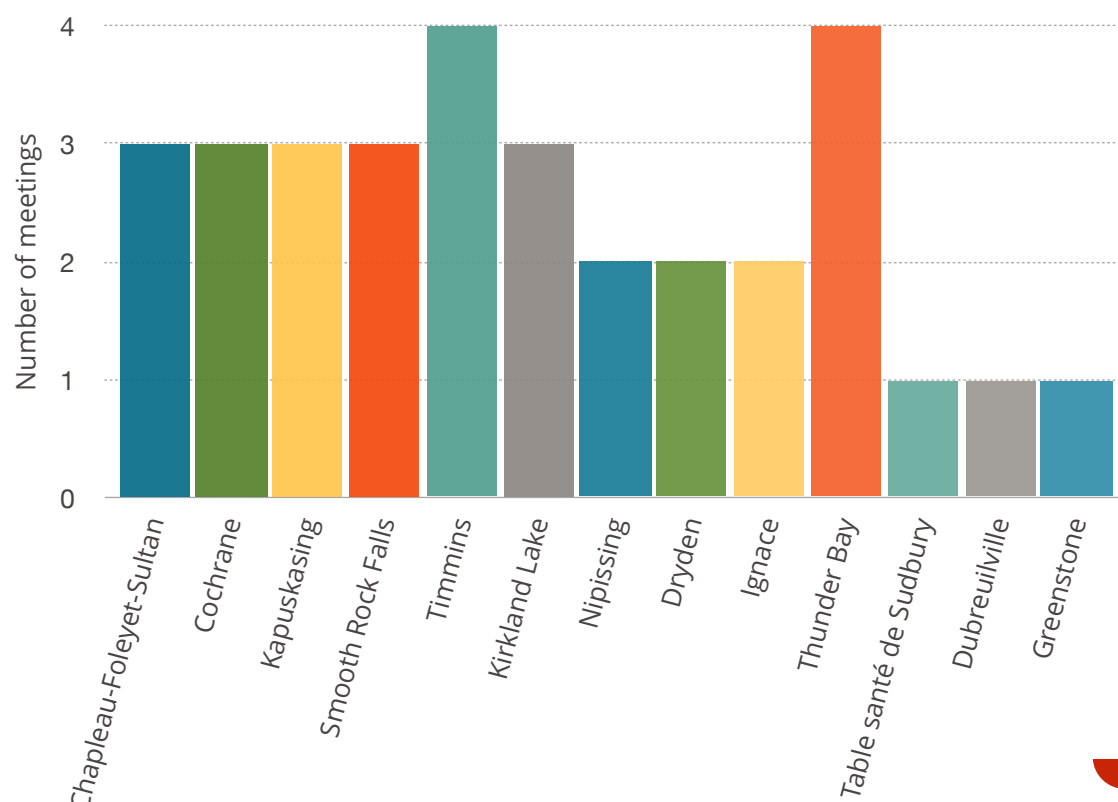
formationoffreactive.ca
activeoffertraining.ca

Training



Engagement

Carrefours santé in 2017-2018



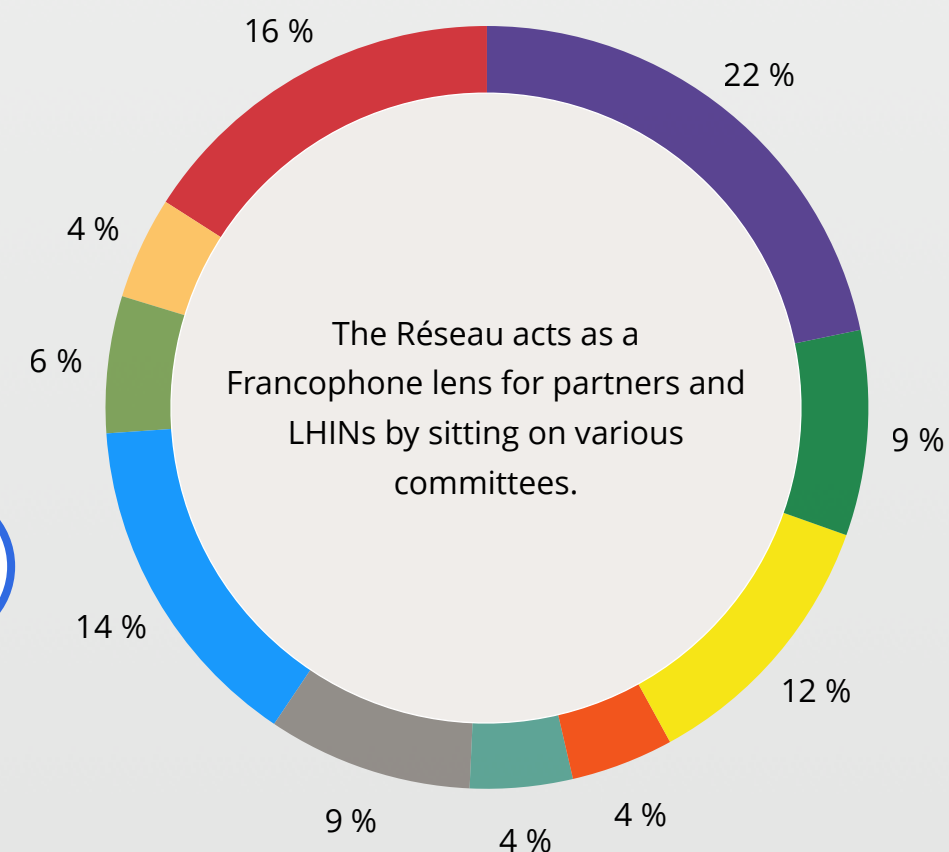
Our presence in the community



Carrefour santé of Chapleau-Foleyet-Sultan – May 2017

Participation in committees by sector

- Governmental authorities
- Community
- Entity/Réseau
- Training Institutions
- Health Links
- Mental health and addictions
- Home and community care
- Palliative care
- Primary care
- Multisectorial



The Réseau acts as a Francophone lens for partners and LHINs by sitting on various committees.

A virtual meeting was organized via videoconference in the Northwest and the Northeast on the topic of long-term care, where the results of the needs analysis of long-term care facilities were presented.

Work with the Northern Ontario School of Medicine (NOSM)



Francophone Symposium

Participation and presentations at the Rendez-vous santé en français organized by the Société santé en français



Rendez-vous santé en français

- Participation at the Symposium and on two panels
- Presentations during summer camps and to new NOSM students
- Research project with CRaNH (Centre for Rural and Northern Health Research) and NOSM

Planning

Needs analysis of long-term care facilities in NE and NW Ontario



Report

Home	City/Town	% of Francophones in the home	% of Francophones 75 years and over in the community	Status under the FLS Act
Geraldton District Hospital (ELDCAP)	Greenstone	36.8%	36.2%	Identified
Manitowadge General Hospital (ELDCAP)	Manitowadge	22.2%	25.0%	Identified
Nipigon District Memorial Hospital (ELDCAP)	Nipigon	13.3%	16.7%	Non identified
North of Superior Healthcare Group (Wilkes Terrace) (LTC beds)	Terrace Bay	9.1%	14.3%	Identified
North of Superior Healthcare Group (Wilson Memorial General Hospital Site)	Marathon	No data received	17.9%	Identified
Lakehead Manor (Revera)	Thunder Bay	No data received	3, 2 %	Identified
Roseview Manor (Revera)	Thunder Bay	No data received	3, 2 %	Identified
St-Joseph Care Group - Bethammi	Thunder Bay	No data received	3, 2 %	Identified

Long-Term Care Homes that could offer culturally appropriate care and services to Francophones - North West

Implementing the active offer of French language services among health service providers in Northern Ontario

Pilot project at the Thunder Bay Regional Health Sciences Centre

The Réseau worked closely with the hospital to encourage them to participate in a pilot project on active offer, as well as to develop best practices in the implementation of active offer. This collaboration led to the sharing of ressources and tools with other HSP in the North West.



Support tools for health service providers



Active offer video

In order to support health service providers in their efforts to offer services in French, the Réseau designed and collected tools and resources that it shares with providers during meetings, committees, presentations and also available on its Website.

Best practices

Linguistic variable

MedInterpret

Interactive active offer training modules



"Interpretation and You" Workshop



9 certificates awarded

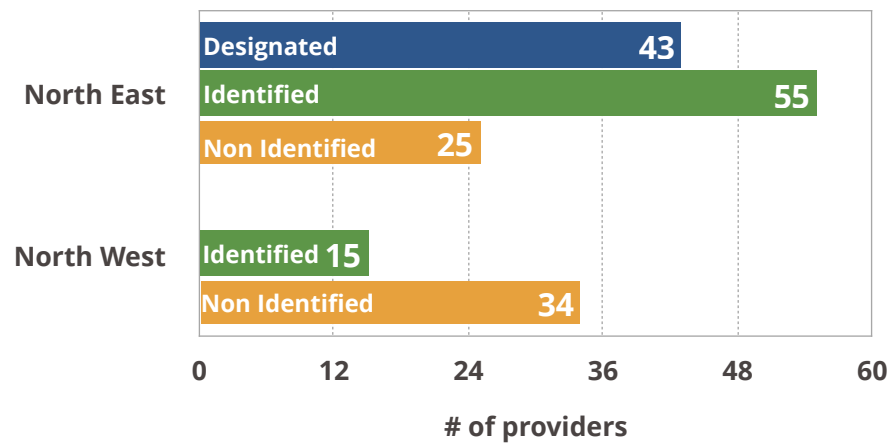
Active offer interactive training modules



Launch of the active offer interactive training modules during NOSM's Francophone symposium in Sudbury

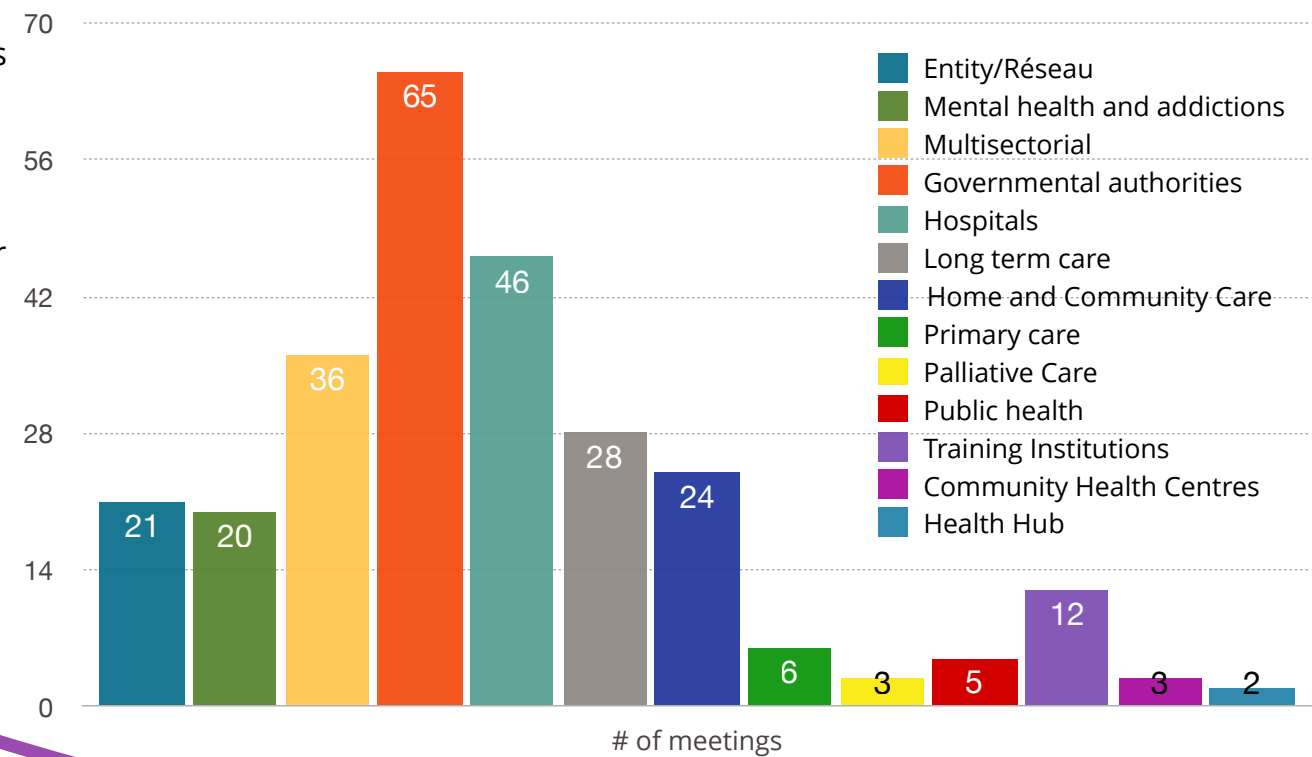
Accountability

Health service providers according to designation status



The Réseau works with health service providers and meets with them during the year to offer support and tools to improve the active offer of health services in French.

Meetings of the Réseau by sector



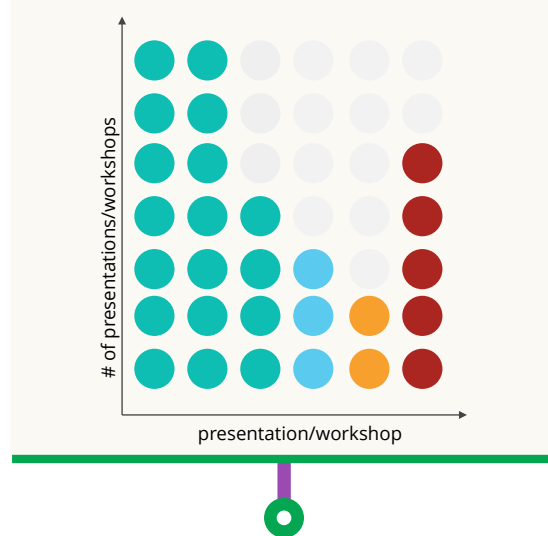
About OZi



The Réseau worked with providers to ensure they complete their report on French language services in the new Web tool called OZi developed by the Réseau des services de santé de l'Est de l'Ontario and adopted throughout the province this year.

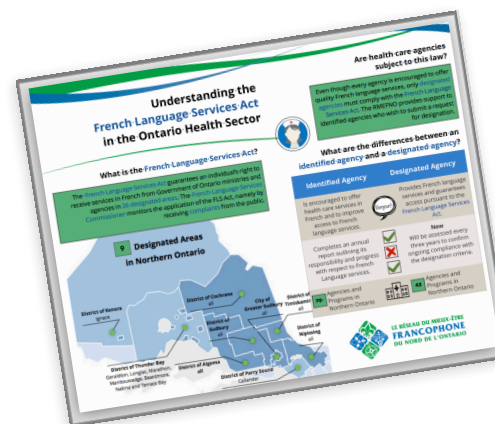
This year, in addition to supporting service providers with best practices for implementing health services in French, the Réseau's agents, in collaboration with the LHIN, completed the first round of revision of all designated health service providers. These providers must prepare a plan in order to meet the gaps identified in their designation requirements.

Presentations and training offered by the Réseau



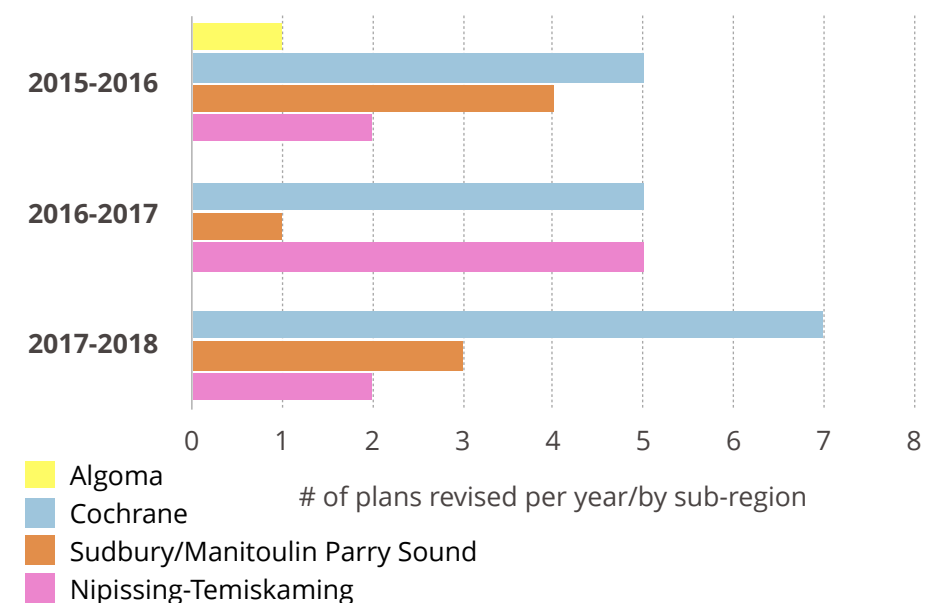
- A Active offer
- B Role of the Réseau
- C Equity/Needs of Francophones
- D "Interprétation et toi" Workshop

The Réseau offered outreach presentations to HSP personnel and management as well as during activities organized by other agencies such as Health Quality Ontario.



See our explanatory document on the topic of designation relating to the French Language Services Act.

Revision of designation plans by sub-region





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

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 (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.



Santé
Canada

Health
Canada

Canada