



French Language
Health Services Network
of Eastern Ontario

2011-2012 Annual Report



Health

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of Eastern Ontario

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Notes: LHIN stands for Local Health Integration Network. | SSF stands for *Société Santé en français*.
“The Ministry” is the Ontario Ministry of Health and Long-Term Care. | “The Board” is the Réseau Board of Directors.

Who are we?

- **A vision:** at the heart of Eastern and South-Eastern Ontario's health-care system, the Réseau plays a leadership role so that Francophones may live healthy lives in French.
- **A mission:** to engage with the health-care community and the Francophone community in all its diversity, to improve the offer and the quality of French-language health services in Eastern and South-Eastern Ontario.
- Committed individual and corporate members, and a Board of Directors made up of a majority of community representatives
- An organization nominated by the province as French-Language Health Planning Entity (Ontario Regulation 515/09)
- A partner to the Champlain LHIN and South-East LHIN, as advisor on all matters pertaining to the health of Francophones
- A partner to *Société Santé en français* and Health Canada in Eastern Ontario
- A resource for communities of Eastern and South-Eastern Ontario: Ottawa, Prescott and Russell, Stormont, Dundas and Glengarry, Renfrew County, Kingston, counties of Prince-Edward, Hastings, Lennox and Addington, Frontenac, Leeds-Grenville and Lanark



Health

Board of Directors

Individual member representatives

Lucien Bradet, Ottawa Region

Mariette Carrier-Fraser, Ottawa Region

Line Chenard, Ottawa Region

Pierre Dadjo, Ottawa Region (until March 16, 2012)

Josée Laramée, Prescott and Russell Counties

Danielle Pécore-Ugorji, Renfrew County

Jean-Louis Tanguay, Stormont, Dundas and Glengarry Counties

Annie Thibault, Kingston–Thousand Islands Region (until November 2, 2011)

Denis Vaillancourt, Prescott and Russell Counties

Corporate member representatives

Marc Bisson, Community health, public health and primary care centres

Jean François Brunelle, Hospitals

Joanne Myre, Post-secondary educational institutions

Pierre Périard, CCAC, Community support services and other health institutions

Nicole Robert, Addiction and mental health agencies

Executive committee

Lucien Bradet, Chair

Annie Thibault, Vice-Chair

Pierre Périard, Treasurer

Josée Laramée, Secretary

Denis Vaillancourt, Outgoing Chair

Board meeting, March 2012



Board
strategy retreat,
◀ June 2011



Message from the Chair and the Executive Director

In many ways, this has been a remarkable year for the Réseau.

A set of transformative measures, designed with our members and partners, will enable us to move forward and strengthen our action.

At the top of the list is the Réseau's Strategic Plan 2011–2016. The plan, which is the result of a large-scale coordinated effort with our members and community, lays out clear, inspiring goals to help us realize our mission of improving the offer and the quality of French-language health services in the region.

Our Accountability Agreement with the Champlain and South East LHINs is a powerful lever in achieving this mission. The Réseau's formal role as French-Language Health Planning Entity confers on us responsibilities which we have tackled head-on.

The Réseau's advisory role with the LHINs is already producing results, particularly in the following areas: the revision of the Regional Designation Plan, a framework for community engagement, and new health initiatives that benefit Francophone clients and ensure provision of services in French.

Under Ontario's *Local Health System Integration Act* and the Francophone Community Engagement Regulation, the LHINs are required to take the Réseau's recommendations into consideration. However, the openness and confidence that the Champlain and South East LHINs have shown us as their French-Language Health Planning Entity is inspiring. Our joint action plan paves the way for us to have an even greater positive influence on

the offer and the quality of the French-language health services available to Francophones.

Progress is also our goal in our work with the province's five other French-language Health Planning Entities. Our Réseau promoted cooperation by facilitating regular meetings required for a common understanding of the entities' role, as well as challenges and actions to pursue. Our active involvement is intended both to support the new entities and to promote coherence in our respective activities.

In addition to our collaboration with our regional and provincial partners, the support of *Société Santé en français*, our national partner, continues to be of significant importance. Our agreements with the SSF and Health Canada enable us to work on health determinants other than health services that also have a significant impact on the health of Francophones. They also provide us with the means to expand our networking efforts and to support the progress of French-language projects, resulting in a synergy on French health matters that is unsurpassed in the region.

To support our activity, namely in the South East region, we designed a new organizational structure consisting of a planning team and a communication and community participation team. We thank our staff who, with their energy and skills, help to make the Réseau a credible and influential organization.

Our Strategic Plan is ambitious and our community holds high expectations. We are listening. Our dialogue with the Francophones of Pembroke,

Trenton, Hawkesbury and Cornwall remind us of the magnitude of our task and the relevance of a Francophone organization dedicated to improving the offer and the quality of French-language health services.

We would like to thank the Board of Directors, our members and our partners for their commitment to the health of the region's Francophones, as well as to the Réseau and its mission.

The Réseau will celebrate its 15th anniversary in 2013. At the heart of the Eastern and South Eastern Ontario health-care system, and looking forward, the Réseau plays a leadership role so that Francophones may live healthy lives in French.

The Chair,



Lucien Bradet



The Executive Director,



Jacinthe Desaulniers



Foundations of the 2011–2016 Strategic Plan

Vision

At the heart of Eastern and South-Eastern Ontario's health-care system, the Réseau plays a leadership role so that Francophones may live healthy lives in French.

FOCUS :

Community involvement

FOCUS :

French-language health services planning

FOCUS :

Collaboration among key stakeholders

FOCUS :

Organizational performance

Mission

The Réseau is a Francophone organization that engages with the health-care community and the Francophone community in all its diversity, to improve the offer and the quality of French-language health services in Eastern and South-Eastern Ontario.

Our values

Excellence
Inclusion
Perseverance
Respect
Transparency

Involving our community

The Réseau community consists of almost 250 individual members, 62 corporate members and more than 50 working group participants. Members of the community, Francophone and Francophile health professionals, health agency and post-secondary institution administrators, researchers, and representatives of regional health authorities all participate in the ongoing dialogue on French-language health services.

OUR STRATEGIC RESULT:

The community is involved and committed to improving access and quality of French-language services.

This year: We created opportunities to discuss health priorities


Members of the Réseau and the community determined our organization's foundations, areas of focus and strategic results through the **2011–2016 Strategic Plan process**. A total of 400 people participated in the various consultation activities: the online perception survey, the six public regional consultations and the round-table discussions at the Annual Meeting.

More than 100 people took part in our **13th Annual General Meeting** in May 2011. Participants held an initial discussion on the Strategic Plan and were apprised of the seven ongoing *Société Santé en français* projects in Eastern Ontario. Members also had the opportunity to vote on Réseau directions and administrative affairs.

Our **Board of Directors** held eight public meetings to ensure the Réseau's good governance.

Members of the **Réseau working groups** helped to identify gaps and solutions, as well as to formulate recommendations on French-language health services. A total of 119 partners were involved in 19 meetings.

- Hospitals and Community Health Organizations Committee
- Designation Committee
- Planning and Integration Roundtable in Mental Health, Addictions and Developmental Disabilities
- *Carrefour Santé* Planning Committee



Réseau strategic planning consultation, Ottawa, September 15, 2011 ▶



◀ Citizens' café on health in the context of *États généraux de la francophonie*, Ottawa, March 22, 2012

- Planning Committee for the Health Professional Support Program Project
- Planning Committee for the Research Project on Integrated Health Service Models

In the South-East region, we organized **community involvement activities** to complement our planning work. These included a series of community information sessions and the development of a mandate for a Francophone citizens' advisory panel, in collaboration with the LHIN.



We have improved the circulation of information on French-language health services

The Réseau team made numerous **presentations to our partners** in order to inform them of our new role as a French-Language Health Planning Entity and of the nature of our collaboration with the Champlain and South-East LHINs, and to increase awareness on the importance of designation and the active offer of services. These meetings resulted in increased collaborations, notably with identified organizations in South-Eastern Ontario, the Board of Directors and planning teams of the Champlain LHIN, our corporate members, as well as Eastern Ontario community leaders and provincial leaders. These collaborations will help us in our goal of ongoing improvement in French-language health service planning.

The *Réseau Express*, a weekly email on activities related to French-language health services in the region, is sent each week to almost 500 subscribers. 97% of respondents to a satisfaction survey said that this tool is relevant or very relevant. Approximately 69% said that they forward the *Réseau Express* to at least one person in their circle, with a quarter of these forwarding it to more than ten people.

Sent out to more than 1200 subscribers, the *Infolettre* provides information on the evolution of the Réseau's priorities as well as on various French-language health initiatives in the region.

The Réseau's **website** was redesigned and its content is updated weekly. The site sees an average of 170 hits per week, for a total of almost 9000 visits over the past year.



Réseau strategic planning consultation, Hawkesbury, September 7, 2011

On the Réseau Radar

Carrefour Santé

The Réseau has begun preparations for **Carrefour Santé**, a large-scale French-language health services conference, to take place November 23 and 24, 2012. Carrefour Santé will include a series of workshops for health professionals and the public at large, as well as a trade show featuring more than 150 exhibitors to promote networking among health professionals and to educate the community about French-language health services. Our goal is to welcome 1500 guests at this event. Look forward to meeting you there!



Planning for French-language health services

Health services planning is a process meant to improve or develop services in order to respond to a need identified by a community. In its recommendations to the LHINs, the Réseau considers the context in which minority Francophones live, identifies the systemic and organizational obstacles to the offer of high-quality French-language health services, and promotes health services planning and delivery that reflect the needs of Francophones.

OUR STRATEGIC RESULT:

The active offer of French-language health services measurably improves in all regions, thanks to planning that incorporates the needs of Francophones and the characteristics of quality French-language services.

This year:

We contributed to improving access to French-language health services

The number of designated programs is a significant indicator of improvement to access in a region. For this reason, the Réseau plays a key role with health organizations engaged in the designation process, as well as with decision-makers, with the goal of increasing the number of programs and services available in French.

In collaboration with the Champlain LHIN, we adopted the **Three-Year Designation Plan 2011-2014**, which identifies health organizations whose Service Accountability Agreements (SAAs) include local obligations on French-language services. The Plan enables us to monitor the implementation of French-language services and to update the administrative, human resources and communication strategies involved in the designation process.

We assessed the Carlington Community Health Centre's application for full designation. The Réseau's Board of Directors **recommended the designation** of the Centre to the Champlain LHIN, and then, jointly with the LHIN, to the Ministry of Health and Long-Term Care.

In the Champlain region, we guided four organizations through the designation process: the Carlington Community Health Centre, the Champlain Community Care Access Centre, the Centretown Community

Health Centre and the Pembroke Regional Hospital. Furthermore this year, another eight organizations have started revising their designation plans.

In the South-East region, we met with the 14 organizations identified to deliver health services in French. All 14 began the process leading to designation in order to fulfil the provisions under the *French Language Services Act*.

The Réseau's experience with designation practices was useful in drafting recommendations for the Champlain LHIN regarding **local conditions on French-language services to include in Hospital Service Accountability Agreements**. The LHIN applied these conditions in their agreements with health organizations. Concretely, they encourage identified organizations to pursue designation and designated organizations to update their designation plans.

We conducted a **post-designation assessment** pilot project with Ottawa Salus Corporation. We developed and tested an assessment process and tools to enable us to measure the provision and quality of the French-language health services offered by an already designated organization.

We actively participated in the planning of health programs and initiatives

Within the framework of our Accountability Agreement, the Réseau is mandated with advising the LHINs on all issues affecting the health of Francophones. We submitted a



number of recommendations on the region's priority issues to the Champlain and South-East LHINs, as well as to our health-care system partners, to ensure that all health services planning considered the Francophone perspective.

Mental health

We participated in the Royal Ottawa Health Care Group's **Mental health and addiction service needs assessment** project for Eastern Ontario, which also looked at the capacity of the system to respond to these needs. We supported the project by directing researchers toward the available data on Francophones and by offering feedback at each phase of the project to point out specific Francophone issues.

The Réseau's recommendations on the Royal's assessment project provided important information for our **full report on French-language mental health and addictions services presented to the Champlain LHIN**. In collaboration with the Réseau, the LHIN will use the report to improve the Francophone population's access to services.

The Réseau submitted recommendations to the **Ontario Common Assessment of Needs (OCAN) Collaborative** about the necessity of producing a French version of the user guide. Provincially, we also recommended that the French OCAN tool be available electronically. Our actions on this issue are motivated not only by concern for the clients, as the tool will enable health service providers to collect patient data in the patient's language of treatment, but also for the health service providers, as one of our goals is to support health professionals in their interactions with Francophone patients.

The Champlain Addiction Coordinating Body proposed a **new, coordinated triage model** to help health service providers direct patients toward appropriate addiction services in Ottawa. The Réseau is continuing its involvement through the implementation phase of the project, which aims at simplifying access to care, in order to encourage Francophone clients to take advantage of French-language services when they need them.

Services for seniors

We contributed to the regional action plan for an **initiative for seniors with behavioural disorders** (Behavioural Support Ontario) to ensure continuity of services for Francophone seniors in the Champlain region. Our recommendations to the LHIN project implementation committee were accepted and we look forward to continued involvement in the implementation of the action plan. The Réseau also drafted and submitted recommendations to the South-East LHIN for the benefit of Francophone senior in the Kingston region and in surrounding counties.

The Réseau worked with the Champlain LHIN to ensure that the **Assisted Living program** considered Francophone needs and included the provision of services in French. Following an analysis of the capacity of health organizations to offer services in French, we recommended that service corridors be established to facilitate access for Francophone clients.

We established solid ties with the Regional Geriatric Advisory Committee and with the Council on Aging of Ottawa in order to maintain an **ongoing dialogue on the specific needs of this important segment of our population**.



▲ Meeting of the Planning and integration table on mental health, addictions and developmental disabilities, February 17, 2011

Chronic illnesses: Diabetes

We worked with the Champlain Diabetes Regional Coordination Centre in planning their **consultations with people living with diabetes and health professionals** who work in this area. This collaboration resulted in increased awareness of the Francophone linguistic variable and in the involvement of Francophone participants in the process, with the goal of gaining a better understanding of the profile and experiences of Francophones dealing with diabetes.

We advised the LHINs on local health system planning

In addition to advice on priority issues, we also submitted various **recommendations to the LHINs and to our health-care partners** to better reflect Francophone needs.

All our recommendations were outlined in a formal advice and recommendation report submitted to the Champlain and South-East LHINs in November 2011.

As of March 31, 2012, most of the recommendations have been endorsed by the LHINs.

Our recommendations dealt with: Methods of engaging the Francophone community

- Champlain LHIN 2011-2012 community engagement plan
- South-East LHIN 2011-2012 community engagement plan
- Chronic illness self-management program

Health services available to the Francophone community

- Emergency Services / Alternate Level of Care (ED/ALC) program - advised the steering committee
- Mental health and addiction transition services for youth - assessment of applicants' active offer of French-language services and recommendations
- Provincial study on active offer - advised researchers at the *Réseau de recherche appliquée sur la santé des francophones de l'Ontario (RRASFO)*
- Regional palliative care program - advised on the Integrated Hospice Services' Business Plan for Ottawa
- Centretown Community Health Centre project to improve access to services for seniors with gambling and mental health issues - advised on the project

Identification and designation of health service providers for the provision of French-language health services

- Three-year designation plan 2011-2014
- Progress report of identified organizations in the South-East
- Annual status report on the progress of designated and identified organizations in Champlain
- Report on compliance to local conditions in Champlain
- Carlington Community Health Centre's application for designation
- Local conditions on French-language services to include in Hospital Service Accountability Agreements (H-SAA)

Planning and integration initiatives, and strategies to improve access to French-language health services

- Annual business plans of the Champlain and South-East LHINs
- Regional mother-and-newborn care program - made specific recommendations on their strategic plan
- Analysis of the linguistic variable in administrative and survey databases
- Provincial palliative care program - provided feedback on the Charter for Quality Palliative Care in Ontario
- Ministry health equity impact assessment tool

On the Réseau Radar

Integrated service models

Which health service models are best for Francophones? The Réseau is conducting a research project on models for integrated health services available to Francophones in minority communities in Canada and in other countries. A small group of researchers is reviewing existing integrated service models and best practices that take into account the needs and reality of minorities, with the intent of proposing an approach tailored to the Franco-Ontarian context. Our goal, and that of our LHINs, is a medium- and long-term planning strategy based on research and on innovative best practices tailored to the needs of Francophones in Eastern and South-Eastern Ontario.

Inspiring collaboration among key stakeholders

Since 1998, the Réseau has collaborated with a number of health-care partners with the goal of improving services offered in French. This collaboration has taken various forms, from simple advice to a coordinated planning process that reflects the needs of our community and contributes to a positive health-care experience for Francophone patients.

OUR STRATEGIC RESULT:

Effective networking between key stakeholders promotes the development and coordination of a continuum of French-language health services.

This year:

We improved our capacity to provide evidence-based recommendations

The Réseau produced an **inventory of studies** published to date that include population data on Francophones of Champlain and the South-East. Jointly with the LHINs of these two regions, we also examined the **existing databases** in order to paint a portrait of available Francophone-specific information. An analysis report offered possible solutions to fill identified information gaps, to support evidence-based planning of French-language health services.

We made a **recommendation regarding the application of the Inclusive Definition of Francophones (IDF)** in order to take into account the challenges faced by our partners. The Champlain and South-East LHINs are currently analysing this proposal with a view to enabling health agencies to systematically collect comparable data on Francophones, at intake for example.

The Réseau established **collaborative ties with a number of research institutions**, including the Canadian Institute for Research on Linguistic Minorities (CIRLM), the *Consortium national de formation en santé* (CNFS) and the *Réseau de recherche appliquée sur la santé des francophones de l'Ontario* (RRASFO). Our support of and participation in research initiatives have contributed to an approach that considers the health needs and challenges of the Francophone communities of Eastern Ontario. Six studies are currently under way, conducting analysis or drafting reports for publication. These studies will help focus, guide and support French-language health services planning.

We developed synergy with our partners

During the first year of our Accountability Agreement with the LHINs, the **Réseau and LHIN teams** expanded their dialogues in order to identify and structure our collaborations. This regular communication between the planning teams enabled us to build strong professional relationships and develop work plans that better integrate the Francophone perspective.

Team and, in some cases, Board members participated actively in **committees and working groups** with a structuring impact on health services. Our participation in these bodies aimed at integrating the health needs and challenges of the Francophones of Eastern and South-Eastern Ontario into local and provincial health system planning. It also represented an opportunity to provide evidence-based advice with the goal of ongoing improvement in the quality of French-language services. Finally, it has been a way to actively contribute to the *Santé en français* movement in the region, around the province and across the country.

Participation of the Réseau – South-East region

- French-language services committee: South-East Community Care Access Centre
- Steering committee for the project on assessment of the health and health services needs of the Francophone population of the *Association canadienne-française de l'Ontario, Conseil régional des Mille-Îles* (ACFOMI)

Respect

Participation of the Réseau - Champlain region

LHIN committees

- Human Resource Expertise Council
- Champlain Decision Support Network

Communities of practice and Regional priorities

- Champlain Regional Diabetes Advisory Committee
- Champlain Behavioural Support Ontario Program (BSO) Advisory Committee
- Home First Strategic Oversight Committee
- Regional Geriatric Advisory Committee
- Hospital-Community Transition Project Steering Committee
- Proposal Evaluation Committee for the Successful Aging Priority Goal Project
- Addictions Integrated Access Implementation Group
- The Regional Maternal and Newborn Program Advisory Committee
- Mental Health & Addictions Needs & Service Capacity Assessment within the Champlain LHIN Steering Committee
- Steering Committee on Emergency Department/Alternate Level of Care (ED/ALC)
- Champlain Regional Hospice Palliative Care Council
- Council on Aging of Ottawa: committee on health, committees for vulnerable and isolated seniors, steering committee on Francophone affairs
- OCAN Collaborative
- Concurrent Disorder Training Work Group
- Assisted Living Provider Committee
- Transitioning Through Health-Care Services for Seniors for Ottawa-West Region Work Group

- Chronic Disease Prevention and Management Collaborative
- Champlain Addiction Coordinating Body
- Addiction and Mental Health Network of Champlain

Communities of care advisory forums:

Eastern Counties and Akwesasne, Ottawa-Centre, Ottawa-East, Ottawa-West, and Renfrew Counties

Community consultative committees of the following organizations:

Champlain Community Care Access Centre, The Ottawa Hospital, Bruyère Continuing Care, University-Community Roundtable

French-language services committees of the following organizations:

Canadian Mental Health Association Champlain East, Champlain Community Care Access Centre, Carlington Community Health Centre, Centretown Community Health Centre, St. Joseph's Continuing Care Centre, Children's Hospital of Eastern Ontario, Cornwall Community Hospital, Pembroke Regional Hospital, The Ottawa Hospital, Bruyère Continuing Care

Community networks:

Concert'Action, steering committee - *États généraux de la francophonie d'Ottawa*, board of directors of the *Assemblée de la francophonie de l'Ontario* and of the Phénix



➤ Jacinthe Desaulniers, *Five good reasons to improve the designation process*, Symposium on 25 years of the *French Language Services Act*, University of Ottawa, November 18, 2011

Provincial coordination

- Collaboration of the Executive Directors of Ontario's French-language Health Planning Entities
- Alliance of Ontario French-language Health Networks
- Advisory group on collaborative services (mental health and addictions)
- Provincial Mental Health Organizations Partnership Table

National movement

- *Société Santé en français* working groups: Evaluation, Expertise, Mental health
- Other *Société Santé en français* committees: population survey steering committee, linguistic and cultural standards project steering committee
- Joint commission on human resources (CNFS/SSF)
- Steering committee for research on determinants of the active offer of French-language services
- Collaboration of the Executive Directors of French-language Health Networks

We explored ways of supporting health professionals

In 2011, the Réseau began a **study on the needs of health-care professionals** in Eastern Ontario in regards to the offer of French-language health services. The second phase of the study involved interviewing 17 administrators from various health sectors for their input on how best to support these professionals, in view of existing programs. The findings of this study will lead to establishing a support program for bilingual health professionals to help them offer high-quality French-language services in the region.

Simultaneously, we investigated **professional coordination mechanisms** to complement existing resources that are easily accessible in the context of work and professional life in the health field. We are now preparing a model and action plan for implementing pilot projects.

The Réseau continues to coordinate the Ministry of Health and Long-Term Care's **French-Language Training Program** in Eastern Ontario. These French-as-a-Second-Language courses are intended for employees and professionals who work in health organizations designated or identified under the Regional French-Language Health Service Plan. The program helps enabling resources in the offer French-language health services to Francophone clients.

We contributed to the development of the French-language health movement

We worked to be a catalyst of collaboration among the **province's French-Language Health Service Planning Entities**. Mandated or founded in 2010, the six Entities (including the Réseau) worked to establish their respective organizational and strategic foundations. Our Réseau promoted a dynamic of cooperation by facilitating the regular meetings required for a common understanding of the Entities' role, as well as of the challenges and actions to pursue. The Entities have collaborated on a number of initiatives, including the new provincial mental health strategy. This resulted in our obtaining seats on two committees responsible for the strategy's implementation.

As **mental health resource network** for the *Société Santé en français*, the Réseau participated in the writing of national strategic directions on mental health for all French-language health networks in the country.

13th Annual General Meeting,
May 19th, 2011 ▼



▲ Welcome to our AGM!

In the spring of 2010, the Réseau and the *Société Santé en français* launched a call for proposals for **French-language health projects**. For almost two years, seven innovative projects, resulting from partnerships between community organizations and the health-care field, have been conducted in the region. These initiatives have affected hundreds of Francophones in

Eastern Ontario and are intended to promote a healthy lifestyle as well as to prevent physical and mental illness. We continue to follow and promote these projects in order to maximize the benefit to the health of Francophones and to explore continuity opportunities with their sponsors.

Santé en français Projects, 2010-2013

PROJECT TITLE	SPONSOR	PROJECT
TonDoc.com	<i>Assemblée de la francophonie (AFO)</i>	Website promoting a holistic approach to health for youth from 13 to 18 years old
Santé en action	Ottawa Public Health	Promotion of a healthy lifestyle among Francophone seniors through intervention theatre and a walking club
Améliorer l'activité physique et la saine alimentation chez les enfants et les jeunes de la région de Champlain	Champlain Cardiovascular Disease Prevention Network	Establishment of a healthy environment in Ottawa - and Kingston-region Francophone schools
Ma santé!	<i>Association canadienne-française de l'Ontario, Conseil régional des Mille-Îles (ACFOMI)</i>	Assessment of the health and health service needs of the Francophone population and Francophone health professionals in the Thousand-Islands region
Votre santé avant tout	Economic and Social Council of Ottawa-Carleton (ESCOC)	Workshops on health and services for Francophone immigrants and new arrivals
Modèle de partenariat : problèmes de santé mentale, toxicomanie et maladie chronique	Hawkesbury & District General Hospital Inc.	Development of an integrated approach to increase access to primary health-care services focused on mental health and addictions, as well as diabetes
Têtes à têtes	<i>Fédération de la jeunesse franco-ontarienne (FESFO)</i>	Partnerships with youth organizations to promote mental health initiatives for Franco-Ontarian youth

On the Réseau Radar

Roadmap for Canada's Linguistic Duality

In 2012, efforts will be underway toward the renewal of the Roadmap for Canada's Linguistic Duality. For the Réseau, continuity of federal support is a priority in order to ensure, first, that we can strengthen our capacity to promote regional partnerships and, second, that we pursue promising initiatives in human resources and projects that concretely improve access to French-language health services.

Maximizing our organizational performance

The Réseau's new Strategic Plan has required us to examine closely our capacities and skills. We made a number of organizational changes in the spirit of continuing professional development.

OUR STRATEGIC RESULT:

The Réseau develops its organizational abilities in order to carry out its new responsibilities effectively and efficiently.

This year:

Our Board of Directors acquired the information and tools they needed to make informed decisions

The Board was very involved in determining the approach to the **strategic planning**, insisting on an open process that encouraged community participation and the voicing of expectations towards the Réseau. The Board retreat helped to solidify the foundations of the 2011–2016 Strategic Plan, which was ratified on September 29, 2011. The proposal for the implementation of the Strategic Plan was also approved, and the Board will soon turn their attention to performance indicators, so that the progress and the degree to which Plan goals are achieved can be measured.

We developed tools to meet our analysis, planning and community involvement imperatives

Over the course of the year, we drafted a series of **reference documents** to guide our work. We submitted these documents to the Champlain and South-East LHINs so that we could work together to determine how best to use these tools and share with our health-care partners in Eastern and South-Eastern Ontario.

The reference documents are the following:

- *L'impact de la barrière linguistique sur la qualité des services aux francophones / The impact of the linguistic barrier on the quality of services for Francophones*
- *Guide de la planification des services en français / Planning guide for French-language services*

- *Cadre de référence de l'engagement communautaire au Réseau / Guidelines for community involvement at the Réseau*
- *Messages dans le cadre d'une stratégie d'information sur les services en français / Messages for an information strategy on French-language services*
- *La langue des clients répondants parmi les bases de données en planification de services de santé. Un état des lieux : les lacunes et pistes de solutions / Language of respondents in databases for health service planning. An inventory: gaps and solutions*

We increased the abilities of our staff

We conducted a **review of our organizational structure**, which led us to **establish a planning and a community participation team, and to hire and train four new employees**. These new resources are a valuable asset in achieving our French-language health service planning goals.

The adoption of the 2011–2016 Strategic Plan lead the Réseau to an **organizational change strategy**, with the goal of sustaining the performance and cohesion of the organization, particularly through the coaching of our teams and leaders.

On the Réseau Radar

A framework to measure performance

How can collaboration among key stakeholders, French-language service planning, or community involvement be measured? After we completed our Strategic Plan, we started working on identifying qualitative and quantitative indicators that can be used to document the progress and degree of goal achievement between now and 2016.

Our team

Jacinthe Desaulniers
Executive Director

COMMUNICATION AND COMMUNITY PARTICIPATION TEAM

Natalie Béland
Director

Sabrina Ragusich
Officer

SUPPORT TEAM

Isabelle Morin
Research and Evaluation Coordinator

Monique Lalande
Assistant to the Executive Director and Office Manager

Lise Sicotte-Villeneuve
Administrative Assistant

PLANNING TEAM

Marie-Hélène G rome
Director

Ginette Goulet
Officer
Champlain Region

Ginette Leblanc
Officer
Champlain Region

Jean-Fran ois Pag 
Officer
Champlain Region

Jeannine Proulx
Officer
South-East Region



Our partners

Local Health Integration Network (LHIN)

The Réseau is partner to the Champlain and South-East LHINs, with whom we signed an initial five-year Accountability and Funding Agreement in March 2011.

The Agreement recognizes, in a spirit of collaboration, the Réseau and the LHINs' commitment to the Francophone population, as well as the Réseau's role as French-Language Health Services Planning Entity mandated by the province of Ontario in 2010.

To fulfil the terms of the Agreement, we jointly:

- established a **liaison committee**, made up of members of each partner's Boards of Directors and managers, to oversee the implementation of the Agreement;
- drafted a first **Annual Joint Action Plan** for fiscal year 2011-2012.

Subsequently, the Réseau's **2011-2012 Work Plan** led to a host of projects among team members to help achieve the intended results. The Réseau is now better able to advise the LHINs on opportunities to involve the Francophone community and on planning initiatives, thanks to effective working relationships and regular dialogue between the Réseau team and the LHIN planners.



Société Santé en français

Since 2002, the Réseau has been a member and partner of the *Société Santé en français* in Eastern Ontario.

The contribution agreements in effect this year addressed networking support, service organization support, and human resources support projects.



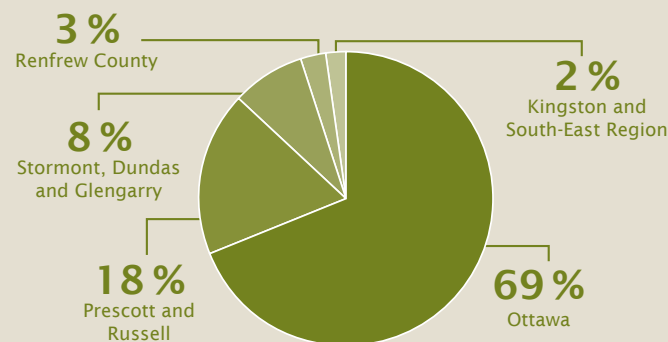
Our members

Individual members

Our individual members are people who share and promote the goal of French-language health services in Eastern and South-Eastern Ontario.

As of March 31, 2012, the Réseau had 244 individual members, which represents an increase of 55% over last year.

Geographical distribution

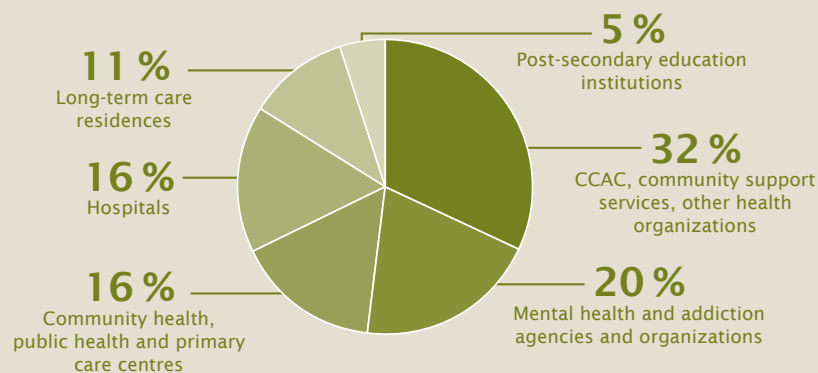


Corporate members

Our corporate members include community organizations and hospitals that provide or plan to provide health services in French in the region.

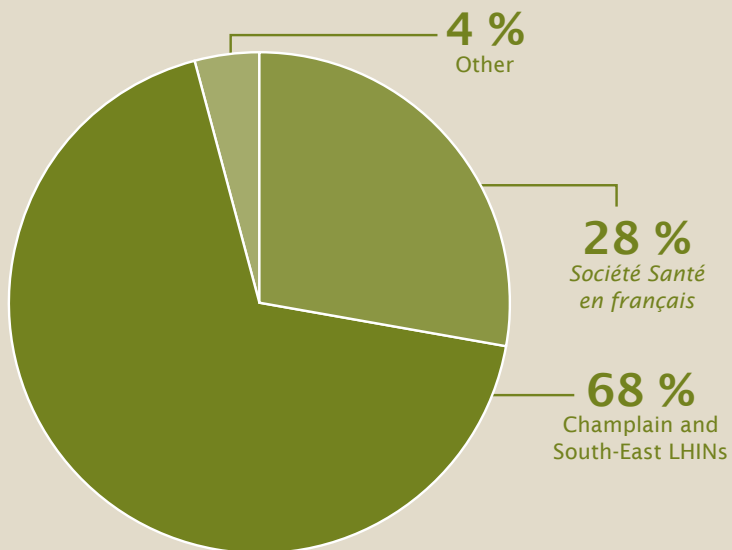
As of March 31, 2012, the Réseau had 62 corporate members.

Distribution by category



Financial statements

Revenue 2011-2012
\$ 1,327,948



Expenditures 2011-2012
\$ 1,312,890

