

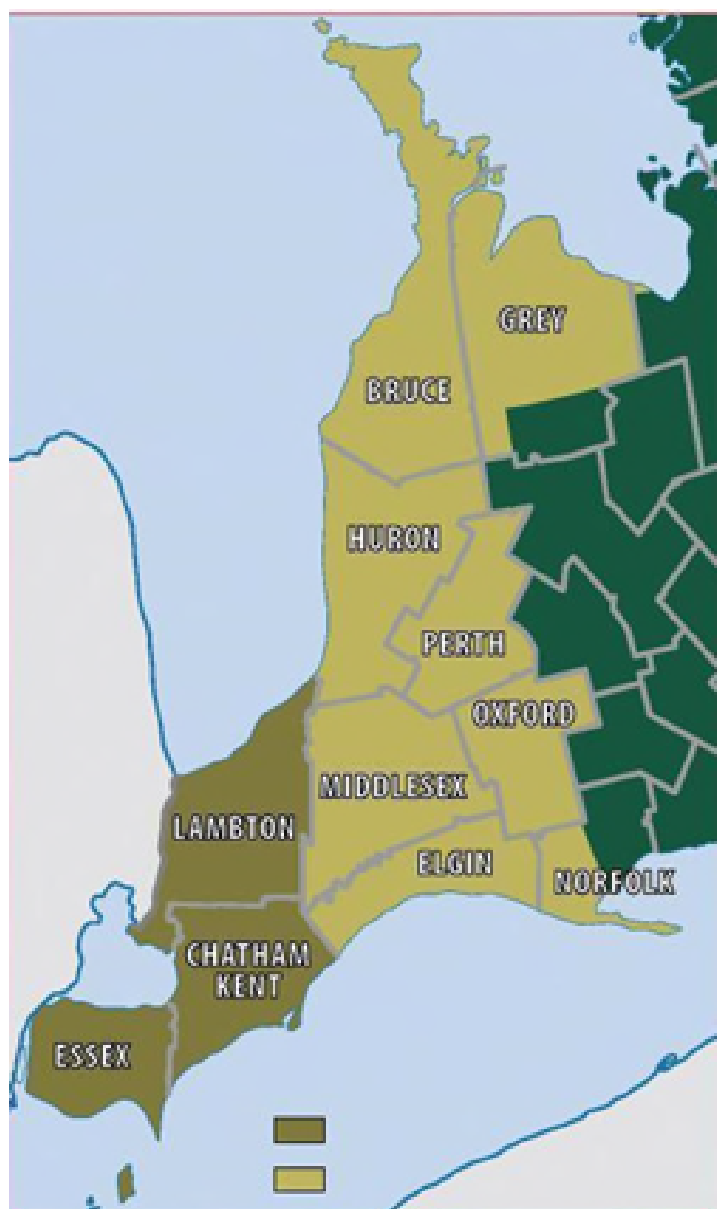
EXCELLENCE
TRANSPARENCE
IMPUTABILITÉ
COLLABORATION

Entité 
ÉRIÉ ST.CLAIR/SUD-OUEST

Planification des services
de santé en français

ANNUAL REPORT

2021-2022



02

TABLE OF CONTENTS

Mission, Vision et Values	3
Message from the Chair and the Executive Director	4
Board of Directors 2021-2022, team and contact details	7
Our mandate and our fields of action	8
Our work and results for 2021-2022	09
Data collection	09
HSP Capacity and Navigation in Entity 1	09
Community of Practice on French Language Services	11
Ontario Health Teams (OHS)	12
Community Engagement and Collaboration Activities	14
Community Consultation	14
Community Engagement Project	17
Concertation Tables and Regional Initiatives	20
Communication and Visibility	23
Financial Statements	24

03

MISSION, VISION, VALUES

MISSION

Through its knowledge of the health environment and the needs of the Francophone community, the Erie St. Clair/Sud-Ouest French Language Health Planning Entity advises and supports Ontario Health West in the provision of health services in French.

VISION

Better access to quality French-language health services.

VALUES

- Excellence
- Transparency
- Accountability
- Collaboration



04

MESSAGE FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

In March 2020, our daily lives had shifted to a new reality, that of the COVID-19 pandemic. The beginning of the year 2021-2022 forced us to navigate in a world that is now punctuated by confinements and sanitary measures, but that has pointed towards a greater openness and a new normal. The Entity has been able to continue its activities in this new dynamic of operation and community engagement.

The impact on our health care system and front-line workers is still being felt. The historic transformation of the health care system, launched in 2019 by the Ontario government but paused at the beginning of the pandemic, is gradually continuing. Nevertheless, the health system continues to face multiple challenges that require sustained investment to address the needs of the population.

The importance of French language health care has become even more apparent over the past year. Entity 1 has mobilized to ensure the sharing of verified information from federal and provincial governments or public health agencies, and the resources available to the community from health care providers to support the mental and physical health of Francophones in our regions, all in French.

05

MESSAGE FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

We also launched community consultations in the Windsor and London areas to better understand the needs of Francophone newcomers in these regions. In total, two rounds of virtual consultations were held, connecting the health and wellness needs of Francophones in these two regions.

As the health care system has adapted to the new reality, we were able to advance our work plan by supporting Ontario Health Teams in our regions, as well as health care providers in the development of French-language health services.

The year 2021-2022 also saw continued collaboration and close work with the Entity 2 management team with whom we share the new Ontario Health West region, covering our two territories. One region, two Entities, similar objectives and issues, for which we are working together to advance French-language services for Francophones in our regions.

The provincial entities Group, which held its inaugural meeting on February 10, 2021, continued its work on the shared services plan for the delivery and management of common services. In addition, the Group is the consolidation and concretization of existing and mandated structures in existing agreements for provincial coordination, information sharing and collaboration. Among other things, a strategy to activate the data from the

06

MESSAGE FROM THE CHAIR AND THE EXECUTIVE DIRECTOR

Provincial Report on French Language Services prepared by the OZi group is being developed by the Provincial Entity and shared with Ontario Health via the regional entities. The Group is also undertaking a study on human resources in March 2022. Its Board of Directors is composed of two directors from each member entity. The Chairman of the Board and the Treasurer represent Entity 1.

This exceptional year showed us how Entity 1 can adapt and meet the challenges to continue to fulfill our mandate and continue our work to provide increased access to French language health services that meet the needs of Francophones in our regions. The key elements of our work and results for 2021-2022 can be found in a subsequent section of this report.

Paul Lachance - Chairman of the Board of Directors

Paul Levac - Executive Director

07

BOARD OF DIRECTORS 2021-2022, MEMBERS AND CONTACT INFORMATION

BOARD OF DIRECTORS 2021-2022

Chair - **Paul Lachance**

Vice-Chair - **Joseph Bisnaire**

Treasurer - **Didier Marotte**

Secretary - **Marie Dorval**

Director - **Jean-Pierre Cantin**

Director - **Monique Castonguay**

Director - **Gerardo Castro**

Director - **Sylvie Chmielewski**

Director - **Yves Mainville**

Director - **Nicole Plante**

Director - **Tanya Tamilio**

OUR TEAM

Executive Director: - **Paul R. Levac**

Planning Officer - **Ayah Karra-Aly**

Planning Officer - **Franck Kashila Tshunza**

CONTACT INFORMATION



720, Ouellette Avenue
Windsor, Ontario
N9A1C2



519.948.5545



info@entite1.ca



www.entite1.ca

08

OUR MANDATE AND FIELDS OF ACTION

Entity 1 is the French Language Health Planning Entity that serves the Erie St. Clair (ESC) and Southwest (SW) sectors in the Ontario Health West sub-region, bringing together the former ESC, SW, Hamilton Niagara Haldimand Brant and Waterloo Wellington LHINs.

Southwestern Ontario has more than **30,000 Francophones** (2016 census). **More than 65%** live in Essex and Middlesex counties.

Entity 1 is part of a provincial network of six French Language Health Planning Entities (FLHPEs). Individually and collectively, the FLHPEs:

- Improve access to French-language services and develop sustainable solutions.
- Involve the community in health care planning that leads to sustainable solutions based on local realities.
- Provide feedback on how to develop and implement provincial strategies to better meet the needs of Francophone patients.
- Guide and support health service providers in the development of their French-language services and in reaching their Francophone clientele.
- Raise awareness among health service providers through workshops and training on the importance of actively offering services in French.
- Accompany service providers throughout the designation process under the French Language Services Act to ensure the sustainability of services.

09

OUR WORK AND RESULTS FOR 2021-2022

DATA COLLECTION AND CAPACITY IDENTIFICATION OF HEALTH SERVICE PROVIDERS (HSPS) FUNDED BY ONTARIO HEALTH WEST

Entity 1 supported Ontario Health West (OHW) in the Erie St. Clair/Southwest regions in the roll-out of the annual French-language health services (FLHS) data collection. In February 2022, the Ministry of Health updated the database and migrated to the new French Language Health Services Database Platform (FLHSDP). In the process, we provided support to the **35** identified and partially designated health service providers in our territory for the submission of their reports.

HSP CAPACITY AND ENTITY 1 NAVIGATION

In a system where French-language health services are disseminated and poorly known to the public and health service providers, the importance of implementing a navigation system for French-language health services is crucial. The continuum of French-language health services in the Ontario Health West Region remains too fragmented to fully meet the needs of Francophone communities.

10

OUR WORK AND RESULTS FOR 2021-2022

As such, Entity 1 and Entity 2, on the basis of their existing navigation reports, have developed a common navigational fact sheet, aligned with the following three axes: information, navigation and coordination. This fact sheet can serve as a model and provide evidence-based practices and strategies for an effective navigation system.

Here are some of the recommendations made to Ontario Health:

- Implement a local navigation system that will complement the provincial navigation system, considering the issue of fairness to ensure a continuum of services.
- Build a navigation system between local health teams that integrates all French-language health services offerings in the Southwest region to optimize bilingual financial and human resources and improve access to French-language health services.

11

OUR WORK AND RESULTS FOR 2021-2022

FRENCH LANGUAGE SERVICES COMMUNITY OF PRACTICE

La communauté de pratique des professionnels bilingues (CPPB English-French) is a virtual community on Healthchat for professionals in the fields of health, addiction, social services and wellness. The CPPB English-French offers significant networking opportunities between bilingual professionals, establishes relationships between the various fields that allow a mutual sense of belonging and commitment through the "Forum" and "Announcements" sections offered on the Healthchat website. It also offers health professionals new learning opportunities on various interesting topics through the holding of monthly meetings around themes as varied as the mental health services offered in the London area or the resources and tools offered by the Groupe de recherche sur la formation et les pratiques en santé et service social en contexte francophone minoritaire (GReFoPS).

In 2021-2022, the Steering Committee met **10 times** and their efforts ensured that the CPPB English-French successfully delivered **8 appointments** with an average of **17 participants** per appointment, and membership **increased by 6%**, with a total of **173 members subscribing** to the Healthchat at the end of March 2022.

12

OUR WORK AND RESULTS FOR 2021-2022

ONTARIO HEALTH TEAMS (OHT)

Ontario Health Teams (OHTs) are a new integrated care delivery model that will enable patients, families, communities, providers and health system leaders to work together, innovate and build on the best of Ontario's health care system. Through this model, groups of health professionals work as a team to provide a complete and coordinated continuum of care to a specific geographic population for patients, even if they are not part of the same organization and do not reside in the same location. Within these teams, they work towards common goals related to improved health outcomes, patient and provider experience, and the value of quality and more integrated care.

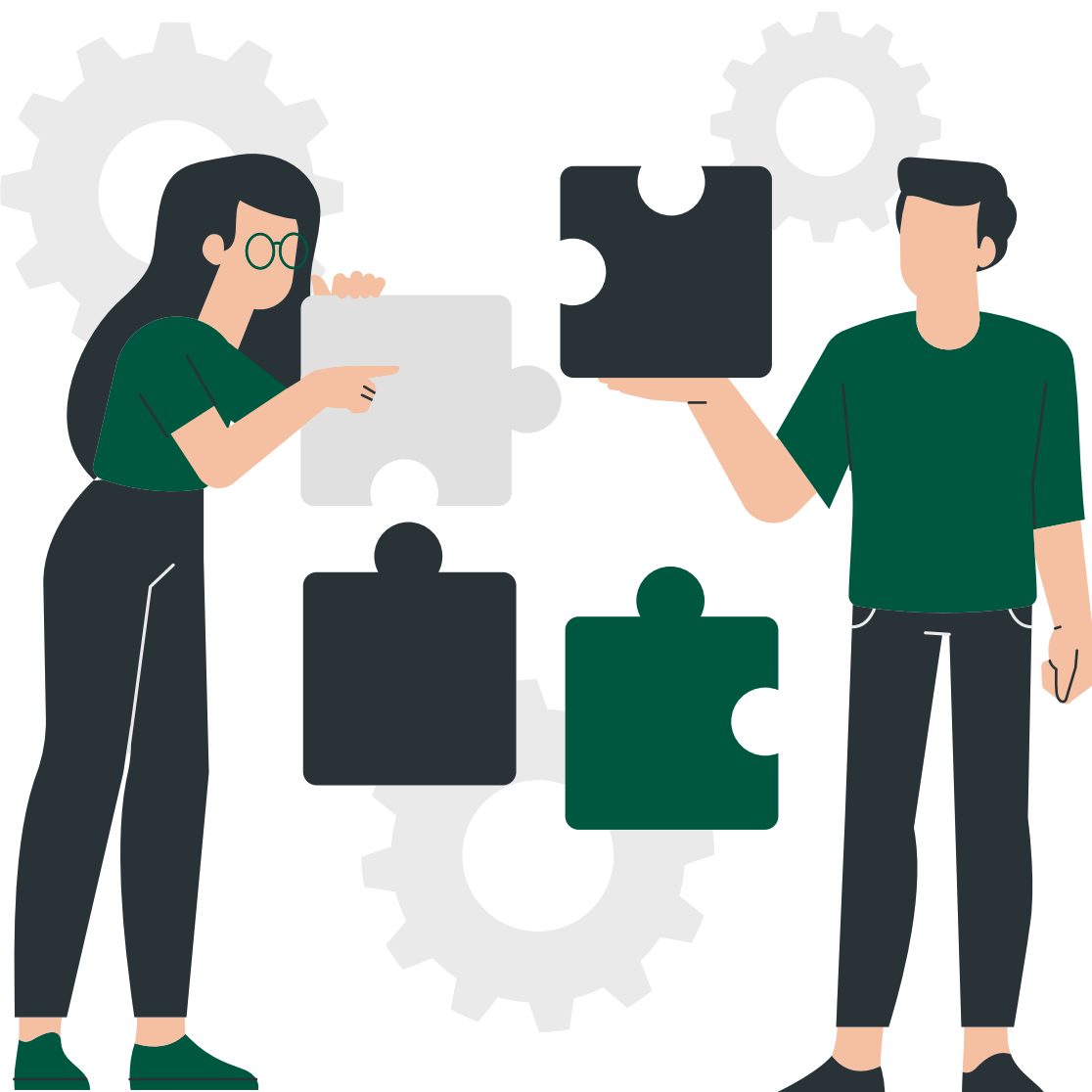
As part of our mandate, Entity 1 continues to support the **8 OHTs** in its territory and partner health service providers in the development and implementation of plans and processes to improve the coordination of services for the Francophone population in the Erie St. Clair and Southwest regions.

Entity 1 actively participated in a series of working meetings with different OHTs in our geographical area, as well as regional and local meetings of the Patient and Family Advisory Committee (PFAC). A total of **38 meetings** were held, during which we promoted the active offer of services in French. Through these working groups, several questions were highlighted on health

13

OUR WORK AND RESULTS FOR 2021-2022

services in French, diversity and equity in access to quality services and care for all with a French language services inventory and plan, community engagement of Francophones in the various consultations organized by the OHTs and strengthening partnerships with partner organizations to build an interconnected, patient-centered system of care.



14

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

Ensuring the engagement of the Francophone community while planning for FLHSs remains one of the Entity's main priorities. We collaborate closely with our community partners and Francophone populations in our regions to ensure appropriate and strategic planning and implementation of initiatives. Below are some of the community engagement activities carried out by Entity 1 in 2021-2022.

COMMUNITY CONSULTATION: IMPACT OF COVID-19 ON THE HEALTH OF FRANCOPHONE POPULATIONS IN THE ONTARIO HEALTH WEST REGION

Entity 1 and Entity 2 collaborated to conduct a consultation to highlight the impact of COVID-19 on the health of Francophone populations in the Ontario Health West region (formerly the HNHB, WW, Erie St. Clair and Southwest LHINs). This consultation was conducted between January 2021 and May 2021 using a 29 questions survey. A total of **831** people responded, with a 50/50 response rate in both regions, a female and male response rate of **82% and 18%** respectively, and the largest age group response rate: **35-54**.

15

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

The following are observations of the results and analysis:

- **ACCESS TO INFORMATION ON COVID-19**
 - More respondents (90%) reported being satisfied and sufficiently informed about Covid-19, but less information was in French.
 - Almost half of respondents never request/use FLHS due to the scarcity or lack of French-language services and resources.

- **PERSONAL AND HEALTH CONCERNS**
 - Mental health is the biggest concern, with over two-thirds of respondents, as well as family, social, and physical health life. For people aged 65 and over, more than 2 out of 3 respondents, were concerned about social life.
 - Low use and knowledge of existing mental health services/programs.

- **ACCESS TO FRENCH-LANGUAGE SERVICES AND VIRTUAL CARE OR TELEMEDICINE**
 - Little or no use or existence of telemedicine services.
 - Opportunities to develop virtual healthcare in French:
 - Offer them in French in the same way as in English.
 - Develop them further in primary health care.
 - Extend this care to the so-called specialized professions.

16

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

Here are some recommendations:

- ❖ Make more French language, communication, and health care staff resources available.
- ❖ Train and/or recruit more French-speaking professionals.
- ❖ Reduce inequities in access to French language health care and services.
- ❖ Further promote active offer to service providers.
- ❖ Have the language rights of Francophones honored by the empowered bodies.



17

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

COMMUNITY ENGAGEMENT PROJECT: IMPROVING THE HEALTH OF FRANCOPHONES DURING THE COVID-19 PANDEMIC

The COVID-19 pandemic has undoubtedly affected all communities in Ontario, including Francophones, particularly those belonging to visible minorities (newcomers, seniors, etc.). The project, entitled "Improving the health of Francophones during the COVID-19 pandemic", aims to identify the gaps that exist among Francophones in Windsor-Essex and London-Middlesex through the organizations that serve the Francophone communities. This project allows the different participants to share their experiences in navigating health services during the COVID-19 pandemic. The main objectives of this study include:

18

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

- 1 Gather comprehensive data to identify challenges and barriers among Francophones and visible minorities (e.g., newcomers, seniors, etc.) through focus groups with partner organizations covering the Ontario Health West region.
- 2 Find solutions that aim to address the identified gaps that have been identified and defined the needs and priorities of Francophones.
- 3 Make recommendations that support sustainable solutions and improve access to French-language health services (e.g., mental health services, emergency services, long-term care services, etc.) in Windsor-Essex and London-Middlesex during the COVID-19 pandemic.
- 4 Relay findings and present recommendations to policy makers and health service providers.

Following the launch of a preliminary questionnaire, which resulted in a total of **83 respondents** (49 from London and 34 from Windsor), **7 focus groups** were conducted, divided by age groups of 14-24, 25-64, 65+, with 3 for the London area and 4 for the Windsor area

19

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

Some general observations gathered during the consultations in the London and Windsor areas:

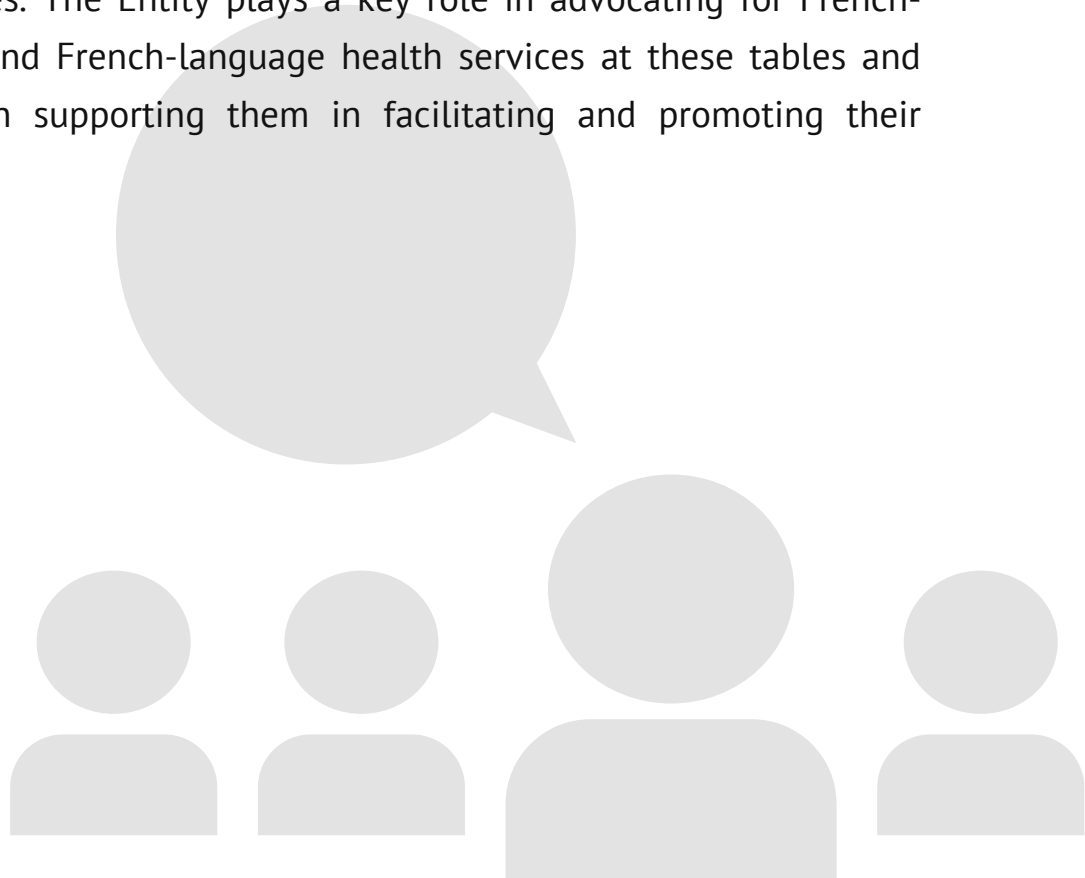
- The scarcity of health services in French or not well known by the general Francophone public.
- Active offer almost non-existent with regional health service providers.
- People are less and less applying for active demand or no longer feel the need for it.
- Difficulty in obtaining translation services, and if they are available, they are not of very good quality (not often qualified interpreters).
- Too little information in French about COVID-19, and if it exists, it is not in simple and understandable terms.
- Good satisfaction with the information received in French on COVID-19 via existing French-speaking service providers.

20

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

CONCERTATION TABLES AND REGIONAL INITIATIVES

As part of understanding the overall needs of the Francophone community in our respected regions, Entity 1 continues to provide an active supporting role with these partners in several local and regional working groups, consultation tables and initiatives. The Entity plays a key role in advocating for French-language services and French-language health services at these tables and plays a key role in supporting them in facilitating and promoting their initiatives.



21

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

REGION	INITIATIVES AND CONTRIBUTION
WINDSOR	<p>Supporting and promoting local initiatives</p> <ul style="list-style-type: none"> • Windsor-Essex Local Immigration Partnership (WELIP) • Table Franco-info de Windsor • Comité local en immigration francophone Windsor-Essex-Kent (CLIFWEK)
CHATHAM	<ul style="list-style-type: none"> • Equity, Diversity and Inclusion Working Group - Chatham Kent Ontario Health Team <ul style="list-style-type: none"> ◦ Ensure the equitable delivery of French-language services within the Chatham OHT and ensure that a French language policy is in place and followed.
LONDON	<ul style="list-style-type: none"> • Accès Franco-Santé London (AFLS): <ul style="list-style-type: none"> ◦ Supporting AFSL in implementing its work plan and promoting its services and programs to leverage the Health Hub as a means to facilitate access to French language services (FSL). ◦ Community engagement with members of the Francophone community and service providers through consultation via surveys. • Table francophone de réseautage de santé mentale et dépendances (TFRSMD): <ul style="list-style-type: none"> ◦ Continued support through the involvement and participation of Entity 1 in the various working groups and co-chairs' planning meeting. ◦ Revision of the TFRSMD's mandate with respect to the role of the co-chairs.

22

COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

REGION	INITIATIVES AND CONTRIBUTION
LONDON (SUITE)	<ul style="list-style-type: none"> • Support and promotion of local initiatives: <ul style="list-style-type: none"> ◦ Table Franco-info de London et comtés environnants ◦ Comité local en immigration francophone de London
SARNIA	<p>Support and promotion of local initiatives:</p> <ul style="list-style-type: none"> • Regroupement des organismes francophones de Sarnia-Lambton • Comité local en immigration francophone de Sarnia
MULTI- REGIONS	<p>Support and promotion of local initiatives:</p> <ul style="list-style-type: none"> • Psychothérapie Structurée Ontario (PSO) <ul style="list-style-type: none"> ◦ Retrouver son entrain ◦ “Regaining your spirit” • Breaking Free Online - CMHA • eQUNITY Link <ul style="list-style-type: none"> ◦ Basic equity training • Cultural and linguistic training <ul style="list-style-type: none"> ◦ Supporting Ontario Health West coordinators/managers in promoting training to health care providers and professionals.





23

COMMUNICATION AND VISIBILITY

The Entity has an online communication plan in place to increase its visibility and that of Francophones in its region, but also to strengthen the dissemination of information on French-language health services.

The Entity plans to develop a communication strategy for the year 2022-2023 via its various dissemination platforms to boost its presence and make its activities/services and those of its partners more accessible.

The table below illustrates the results of two previous years:

PLATFORM	STATISTICS 2020-2021	STATISTICS 2021-2022
Newsletter 	23 newsletters - 299 recipients Average open rate - 23 %	22 newsletters - 330 recipients Average open rate - 20%
Facebook 	51 subscribers 5135 likes	87 subscribers 2912 likes
Twitter 	27 subscribers 21763 likes 209 tweets	46 subscribers 9905 likes 142 tweets
LinkedIn 	14 subscribers 103 posts	17 subscribers 136 posts

24

FINANCIAL STATEMENTS

ENTITÉ DE PLANIFICATION DES SERVICES DE SANTÉ EN FRANÇAIS ÉRIÉ ST. CLAIR/SUD-OUEST

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS FOR THE YEAR ENDED MARCH 31, 2022

3

	2022	2021
REVENUES		
Ontario Health contribution	\$ 425,533	\$ 425,533
Other	-	1,300
	425,533	426,833
EXPENSES		
Salaries and benefits	243,282	260,077
Consultants and professional fees	92,959	87,855
Computer services	18,673	11,401
Community outreach	15,527	9,867
Advertising and promotion	14,376	12,030
Rent	9,509	14,014
Non-refundable GST/HST	3,340	3,441
Office supplies	3,330	3,245
Telecommunications	2,898	7,640
Insurance	2,765	2,237
Board of directors	1,526	3,674
Training	1,187	4,570
Travel expenses	683	1,997
Interest and service charges	317	132
	410,372	422,180
	15,161	4,653
GOVERNMENT ASSISTANCE	-	22,078
REFUNDABLE EXCESS	(15,161)	(4,653)
EXCESS OF REVENUES OVER EXPENSES	-	22,078
NEGATIVE NET ASSETS, BEGINNING OF YEAR	-	(22,078)
NET ASSETS, END OF YEAR	\$ -	\$ -