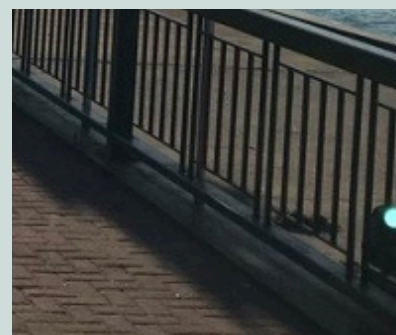
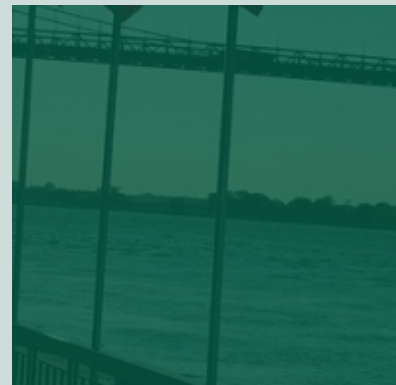
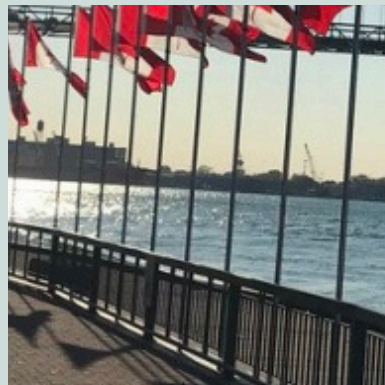
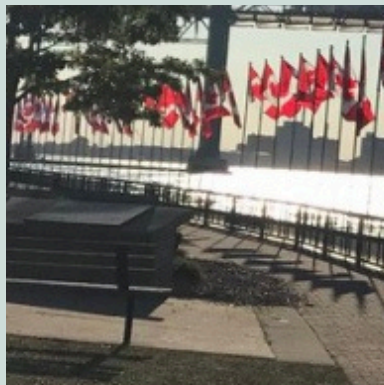
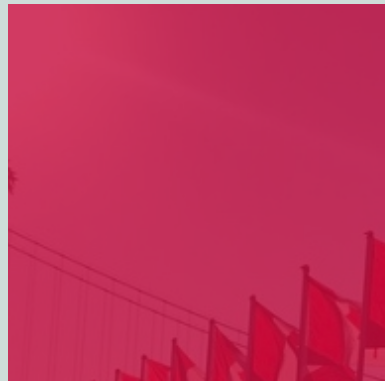
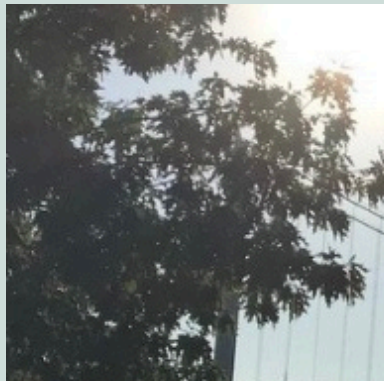


EXCELLENCE
TRANSPARENCY
ACCOUNTABILITY
COLLABORATION

2023-2024

Annual Report



Mission, Vision, Values

Mission

With its knowledge of the healthcare sector and the needs of the Francophone community, the French Language Health Planning Entity for Erie St. Clair/Southwest advises and supports Ontario Health West in offering French-language healthcare services.

Vision

Improved access to high-quality French-language health services.

Values

- Excellence
- Transparency
- Accountability
- Collaboration

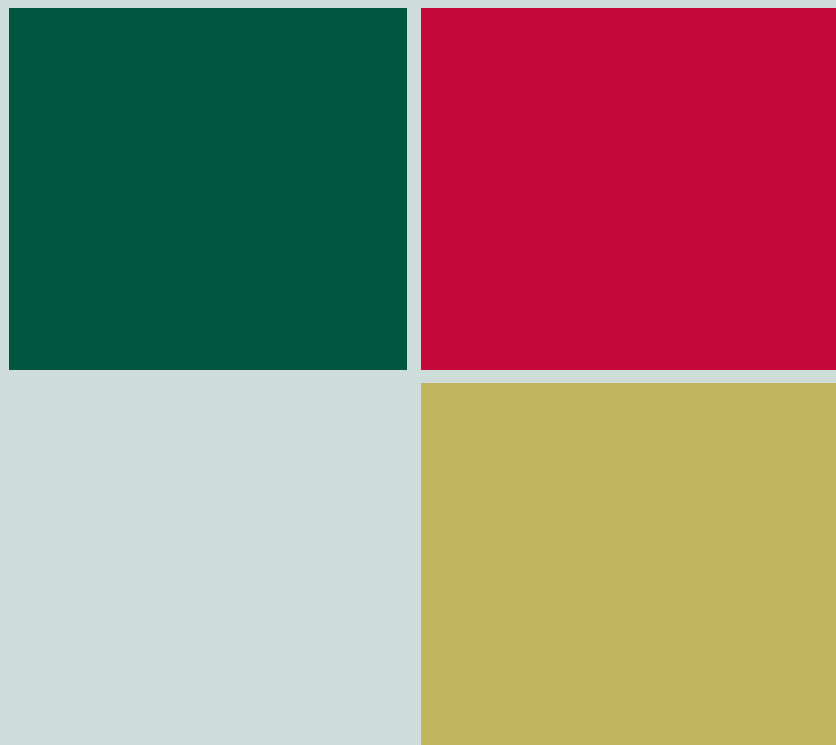
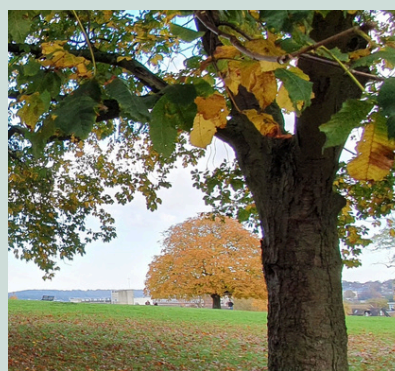


Table of Contents

Mission, Vision and Values	01
Message from the Board Chair and the Executive Director	03
Board of Directors 2023-2024, Team, and Contact Information	05
Our Mandate and our Areas of Action	06
Our Work and our Results for 2023-2024	08
Data collection and identification of the capabilities of health service providers (HSPs) funded by West Ontario Health	08
Navigation of health services in French	09
The Community of Practice for Bilingual Professionals (CPPB)	10
Ontario Health Teams (OHTs)	12
Support for health service providers	13
Consultations and Community Engagement	14
Steering committees and regional initiatives	16
Communication et Visibility	19
Financial Statement	20



Message from the Board Chair and the Executive Director

We have the privilege of presenting the results of our work during the 2023-2024 fiscal year. The Entity 1 team has been able to continue its activities within a well-balanced framework of planning and community engagement.

The historic transformation of the healthcare system, launched in 2019 by the Government of Ontario, is ongoing. However, the healthcare system still faces multiple challenges that require sustained investments to address the needs of the population. Among these challenges, the shortage of bilingual human resources remains an issue for many service providers wanting to ensure the availability of health services in French.

Entity 1, with the support of our colleagues from Entity 2, our community partners, and through the Community of Practice for Bilingual Professionals, mobilized to launch the “Regional Awareness Tour on the Offer, Use, and Active Demand for French Health Services.” This tour targeted members of the Francophone community, health service providers, and bilingual health professionals. The tour was made possible through joint funding from Desjardins Group (community development grant) and Ontario Health. A promotional [video](#), made possible thanks to Desjardins Group, is available for viewing.

The 2023-2024 fiscal year also saw continued collaboration and closer ties with the management team of Entity 2, with whom we share the West Ontario Health region. One region, two entities, similar objectives and issues, for which we work together to advance French services for Francophones in our areas.

Entity 1 has continued its involvement, as a member, within the four local health teams located in the four designated regions for French Language Services on its territory. Supported by its Board of directors and management team, the Entity has been able to adapt and meet challenges to continue fulfilling its mandate and to enhance access for Francophones in its regions to French health services that meet their needs.

Message from the Chair and the Executive Management

Despite the ongoing transformation of the healthcare system, the Entity has managed to adapt to this new reality. It has been able to advance its work plan and support healthcare providers in the development of French health services.

It should be noted that the renewal date for the entities' mandate is approaching. With December 5, 2023, as the end date of the mandate, the Minister of Health has specified that the mandate of the entities would be extended until August 31, 2024, to allow for the completion of the assessment process for planning French health services initiated by the province in July 2023. The Minister recently announced the extension of the entities' mandate until August 31, 2025. Thus, Entity 1 remains committed to its mandate of planning and community engagement despite the uncertainty surrounding the wait for the submission of the final report on the ongoing evaluation.

The Board of directors and its management team wish to thank the members of the Francophone community and Francophone organizations, such as the Assemblée de la francophonie en Ontario (AFO), for their support. This community is always engaged and ready to share their experiences, concerns, wishes, and needs. Without the commitment of the Francophone communities, it would be impossible to carry out our work within Ontario Health West, the decision-makers, and the planners responsible for delivering health services in French.

Together, we will ensure that the sought-after French health services are indeed offered to community members so they can benefit from them.

Paul Lachance | Chair of the Board of Directors

Paul Levac | Executive Director



Board of Directors 2023-2024, Team and Contact Information

Board of Directors 2023-2024

Chair: Paul Lachance
Vice-Chair: Joseph Bisnaire
Treasurer: Didier Marotte
Secretary: Marie Dorval
Administrator: Dr Flory Tsobo Muanda
Administrator: Gerardo Castro
Administrator: Yves Mainville
Administrator: Nicole Plante
Administrator: Tanya Tamlilo

Our team

Executive Director: Paul R. Levac
Planning Officer: Ayah Karra-Aly
Planning Officer: Franck Kashila Tshunza

Our contact information

Head Office: 720 Ouellette Avenue
Windsor, Ontario
N9A 1C2
Phone: 519-948-5545
Email: info@entite1.ca
Website: www.entite1.ca



Our Mandate and our Areas of Action

Entité 1 is the French health services planning entity that serves the Erie St. Clair (ESC) and South West (SW) sectors within the Ontario Health West sub-region.

Entité 1 is one of the six French-language health services planning entities (EPSSF). Individually and collectively, the EPSSF:

- Mandated by the Ministry of Health and Long-Term Care (MHLTC) 2019 Connected Care Act.
- Managed by a Board of directors comprised of volunteers representing members of the Francophone community in our various territories.

Our Strengths :

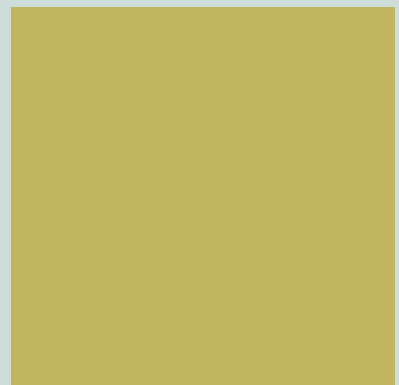
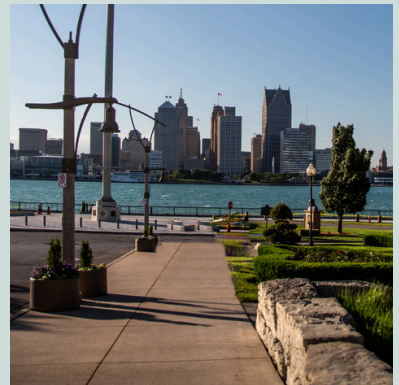
- Understanding the needs of our Francophone communities
- Supporting health services planning
- Collaborating with service providers to develop French-language health services (FLHS)
- Assisting health service providers in developing FLHS
- Achieving real improvements for Francophone patients and their families
- Building relationships with Ontario Health and Ontario Health West
- Knowledge of the community



Our Mandate:

Providing advice to Ontario Health from the Entity on the following issues:

- Methods of engaging the Francophone community in each of its regions served;
- Health needs and priorities of the Francophone community in each of its regions, including the needs and priorities of various groups within that community;
- Health services offered to the Francophone community in its regions served;
- Identification and designation of health service providers for the delivery of French health services in its served regions;
- Strategies to improve access to French health services, the accessibility of these services, and their integration into the local health system;
- Planning and integration of health services in its served regions.



Our Work and our Results for 2023-2024

Data collection and identification of the capabilities of health service providers (HSPs) funded by Ontario Health West

As in previous years, Entity 1 continues to actively support Ontario Health West (OHW) in the Erie St. Clair and South West regions by participating in the review and validation of the annual data on French health services (FLHS) on the new database platform of the Ministry of Health.

For the 2022-2023 year, all identified and partially designated providers in our territory, totaling 35, submitted their reports, which were reviewed and validated according to the Ministry's requirements. The information from this data will help us identify the needs and priorities of Francophones, as well as develop work plans and strategies for improving French services.

Information session for the 2023-2024 SSEF data collection:

On October 26, Entities 1 and 2, in collaboration with the Réseau franco-santé Sud, organized a presentation for health service providers (HSPs). The purpose of this session was to inform HSPs about the recent changes to the designation criteria for French services, which were previously 34 and have been reduced to 20.

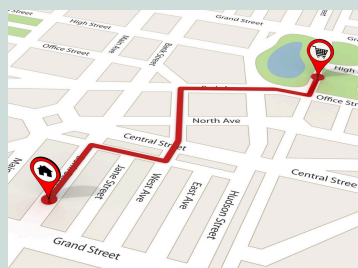
Navigation of Health Services in French

Navigating the healthcare system is an approach aimed at improving healthcare delivery by helping individuals obtain the care they need for a better continuum of services. Many Francophone patients struggle to understand the healthcare system and find their way through its complexity. This can lead to delays in care, communication errors, and poor health outcomes. Social determinants of health, such as income, education, and geographical location, can create disparities in access to healthcare services. This is particularly true for Francophone populations.

Navigation remains a significant challenge in our communities, especially for Francophones, due to several obstacles, including the language of service.

The [information sheet](#) on navigating health services in French, published on the E1 website and shared with partners, can serve as a guide and provide examples of best practices.

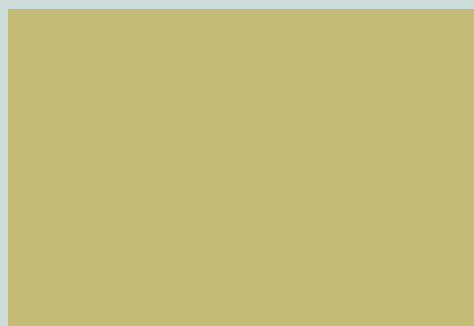
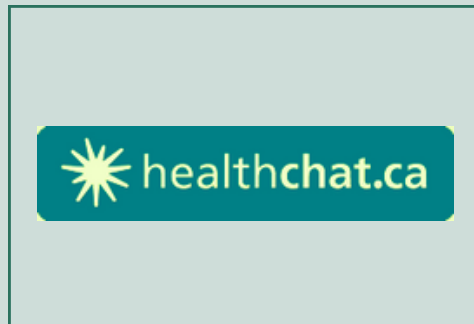
Telemedicine and digital navigation tools can improve access to healthcare. The entity continues to actively participate in the community of practice on patient navigation and digital access within the Ontario Health West territory, promoting navigation resources such as Health811(Santé811) on our social media and website. We held a total of 12 working and planning meetings.



The Community of Practice for Bilingual Professionals (CPPB)

The Community of Practice for Bilingual Professionals (CPBP) serves as an essential virtual platform on Healthchat, dedicated to professionals in the health, addiction, social services, and wellness sectors. It plays a central role in networking among bilingual professionals, fostering intersectoral relationships that enhance the sense of belonging and engagement through the 'forum' and 'announcements' features offered by Healthchat.

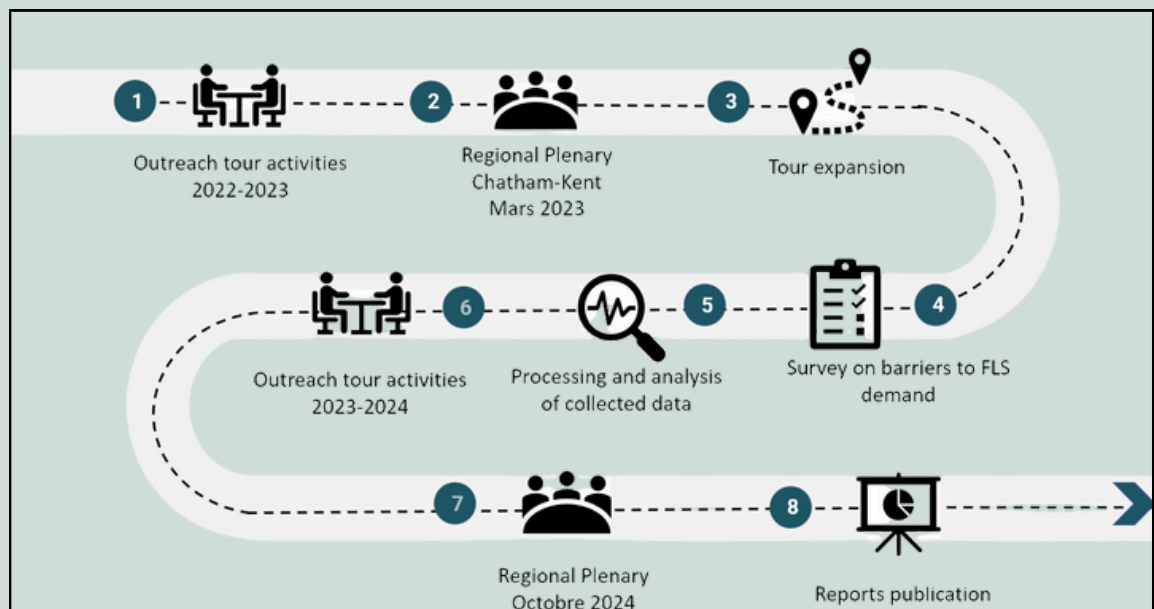
During the 2023-2024 year, the Steering Committee of the CPBP met 14 times, demonstrating its ongoing commitment to its objectives and its desire to expand across the Ontario Health West territory, with the collaboration and representation of the Entity 2 team. On June 7, 2023, we presented the final report of the awareness tour on active service offerings, funded by the Assembly of Ontario Francophonie (AFO), which was met with considerable success. The findings and recommendations from this tour highlighted the need to continue and broaden our efforts. The report is available on our [community of practice website](#).



The Community of Practice for Bilingual Professionals (CPPB) (cont.)

In this context, we decided to expand the initiative to encompass not only active service offerings but also the active use and demand for services in French. To support this expansion, we applied for and received a \$20,000 grant from Groupe Desjardins during the summer, which enabled us to launch a new phase of the regional awareness tour. This phase aims to inform health service providers about their obligations regarding the active offering of French Language services (FLS) to comply with the requirements of the FLS Act, as well as to educate Francophone communities about the use of and their rights to request services in French.

As part of this expanded initiative, a survey was conducted among the Francophone community in the E1 and E2 regions to gather relevant information on the active demand for French services. The survey was conducted from November 6, 2023, to February 16, 2024, with 346 respondents participating. The data analysis, carried out by our team, will be the subject of our upcoming presentations during the next awareness tour planned for the upcoming fiscal year. The official launch of this new phase took place on March 18 and was a great success, with the participation of more than 40 people.



Ontario Health Teams (OHTs)

Throughout the year, Entity 1 continued to support the four Ontario Health Teams (OHTs) in its territory, focusing on improving service coordination for the Francophone population in the Erie St. Clair and South West regions. We actively participated in 68 working meetings and sub-groups, including committees such as the Patient and Family Advisory Committee (PFAC), working groups on diversity, equity, and inclusion, as well as steering and navigation committees. These meetings addressed issues related to French Language health services and advanced the development of an inventory and a service plan tailored to the needs of the Francophone community.

We also launched an innovative action plan on French Language Health services (FLHS) in collaboration with Ontario Health West (OHW). This project, developed by the French Services Working Group of the Chatham-Kent Ontario Health Team (CKOHT), is a first of its kind that provides providers with detailed guidelines for each step and serves as a guide for the continuous improvement of French health services. This plan was presented to the steering committee of the Chatham-Kent OHT on December 7 and was adopted. We especially wish to extend this initiative to other OHTs in our territory as a best practice.



Support for Health Service Providers

eQUITY Link

During the winter, Entities 1 and 2 collaborated with the Réseau francosanté Sud to support the improvement of access to French health, social, and community services, leveraging the resources available on accès-ÉQUITÉ.ca. A virtual workshop took place on April 4, 2023, aimed at supporting organizations in their planning and accountability efforts regarding French services.

The objectives of the workshop were as follows:

- Raise awareness among health service providers (HSP) about available resources to support the planning, implementation, and accountability of French Language health services (FLHS).
- Explore strategies and tools for their implementation.
- Share best practices and experiences among HSPs.

An information session with identified HSPs and the Niagara Health Translation Network *(facilitated by the entities on November 28, 2023)*

The Translation Network provides translation services to health service providers (HSPs) in Ontario who have been designated under the French Services Act or who have been identified to plan and offer services in French. It helps these HSPs improve the active offering and quality of French health services by translating documents primarily intended for patients, clients, long-term care home residents, and the general public from English to French. The session also aimed to identify their challenges, share experiences, and exchange resources.

Cultural and Linguistic Sensitivity Training

A workshop was organized on January 31 across the Ontario Health West (OHW) territory, led by the OHW FLS leads and Entities 1 and 2, with a total of 56 health service providers participating. This training is designed to help learners gain knowledge about the Francophone community, understand the active offering of services in French, its importance, and its implementation through a culturally and linguistically adapted approach.

Consultations and Community Engagement

Community engagement regarding the health of Francophone populations is a crucial issue that has a significant impact on the health and well-being of our communities. It enhances the relevance of interventions that are better tailored to the specific needs of the communities involved. It improves trust and acceptance of health initiatives and services, and fosters empowerment by giving individuals the means to take action to improve their own health and that of their community.

Our ongoing efforts with health service providers (HSPs), our community partners, and the Francophone populations in our regions aim to ensure that the planning of French health services and the implementation of initiatives address the identified needs and priorities of our served communities. Below are some community engagement activities carried out by Entity 1 in 2023-2024:

- The engagement meeting with community members on September 30 in Chatham, which expanded the regional awareness tour on the active offering, demand, and use of services in French for Francophones in the Ontario Health West territory.
- Regional awareness tour on the offering, use, and active demand for FLS on March 19 and March 26 with Francophone seniors in London and Sarnia.



Consultations and Community Engagement

Entity 1 actively participated in various community engagement activities organized locally and regionally, including:

ACTIVITY	DATE
Ontario Health Team of London Middlesex: Equity, Diversity, and Inclusion Working Group	June 5, 2023, and September 12, 2023
World Refugee Day	June 20, 2023
Age Friendly London Conference	October 4, 2023
Health and Wellness Fair - MCC	October 19, 2023
WELIP and CLIFWECK Community Forum	November 9, 2023
Learning Series on Black History Month with St. Joseph's Health Care London	February 15 and February 20, 2024



Consultation Tables and Regional Initiatives

Regional consultation tables play a crucial role in community engagement by creating synergies among local stakeholders, enhancing the ability of Francophone communities to engage in regional decision-making, and increasing the effectiveness and impact of community projects. Active participation in these tables improves communication among various actors, allowing for better coordination of our efforts to meet the needs and priorities of French Language health services in Francophone communities.

REGION	INITIATIVES AND CONTRIBUTIONS
Windsor-Essex/ Chatham-Kent	Support and promotion of local initiatives for capacity building and the creation of networks and partnerships: <ul style="list-style-type: none"> • Local Immigration Partnership Windsor-Essex (WELIP) • Franco-info Table of Windsor • Local Francophone Immigration Committee Windsor-Essex / Chatham Kent (CLIFWECK) • Equity, Diversity, and Inclusion Working Group - Ontario Health Team Windsor-Essex / Chatham-Kent • Ensuring equitable delivery of services in French within both Ontario Health Teams and ensuring that a French language policy is in place and followed
Sarnia-Lambton	Support and promotion of local initiatives: <ul style="list-style-type: none"> • Francophone Organizations Network of Sarnia-Lambton • Local Francophone Immigration Committee of London

Consultation Tables and Regional Initiatives

REGION	INITIATIVES AND CONTRIBUTIONS
<p>London-Middlesex</p>	<ul style="list-style-type: none"> • Accès Franco-Santé London (AFSL): <ul style="list-style-type: none"> ◦ Support for AFSL in implementing its work plan and promoting its services and programs to leverage the Health Hub as a means to facilitate access to services in French (FLS). ◦ A collaborative analysis report between AFSL and Entity 1 is available on the AFSL website with recommendations. • Francophone Mental Health and Addictions Networking Table (FMHASNT): <ul style="list-style-type: none"> ◦ Ongoing support through Entity 1's involvement and participation in various working groups and the planning meeting of co-chairs. ◦ Support for the initiative on the 'Friendship Bench Project' led by CMHATV in consultation and coordination with partners and community members. <p>Support and promotion of local initiatives:</p> <ul style="list-style-type: none"> • Franco-info Table of London and surrounding counties • Local Francophone Immigration Committee of London







Consultation Tables and Regional Initiatives

REGION	INITIATIVES AND CONTRIBUTIONS
Multi-regions	<p>Support and promotion of initiatives at the local and regional levels:</p> <ul style="list-style-type: none"> • Promotion of Cultural and Linguistic Sensitivity Training • West Region - Patient Navigation and Digital Access CoP Meeting (Health 811) • Health Equity and Accessibility Table (HEAT) at Ontario Health West (OHW) on August 16 and September 20 • Active participation in the Network for the Prevention of Abuse Against Francophone Seniors in Ontario (RPMAFO) • Promotion of Structured Psychotherapy Ontario (PSO) and the LUCI project • eQUITY Link Platform: <ul style="list-style-type: none"> ◦ Meetings of the Access Equity Community of Practice on the use of the platform and support for providers • Participation in the Steering Committee - Organizational Aspect - Ontario Francophone Network for LGBTQIA+ Inclusion • Niagara Windsor Action for Refugees (NWAR) - Refugee Health • FARFO on the active demand for health services • Consultation with Montfort Hospital and the Knowledge Institute on the provincial strategic plan 2024-2028 on March 4

Communication and Visibility

The Entity has an online communication strategy to increase its visibility and that of the Francophone communities in its region, as well as to enhance the dissemination of information about health services in French.

Statistics from the last four cycles:

PLATFORM	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024
	23 newsletters 299 recipients Average open rate - 23%	22 newsletters 330 recipients Average open rate - 20%	23 newsletters 295 recipients Average open rate - 20%	21 newsletters 307 recipients Average open rate - 27.8%
	51 subscribers	87 subscribers	105 subscribers	122 subscribers
	27 subscribers	46 subscribers	79 subscribers	103 subscribers
	14 subscribers	17 subscribers	14 subscribers	15 subscribers
	-	11 subscribers	70 subscribers	85 subscribers
	-	-	5 subscribers	5 subscribers

Financial Statements

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

STATEMENT OF OPERATIONS AND CHANGES IN NEGATIVE NET ASSETS FOR THE YEAR ENDED MARCH 31, 2024

3

	2024	2023
REVENUES		
Ontario Health contribution	\$ 425,532	\$ 425,532
Contribution from Desjardins	591	-
Contribution from Assemblée de la francophonie de l'Ontario - Effet Multiplicateur	-	18,000
Other	9,600	-
	435,723	443,532
EXPENSES		
Salaries and benefits	296,466	300,394
Consultants and professional fees	47,744	69,948
Computer services	12,846	7,787
Advertising and promotion	6,505	3,432
Community outreach	5,916	10,756
Telecommunications	5,477	5,425
Rent	4,693	5,834
Insurance	2,946	2,835
Board of directors	2,418	4,366
Travel expenses	2,295	8,580
Non-refundable GST/HST	2,251	2,839
Training	2,212	3,447
Project expenses	866	16,419
Office supplies	844	1,383
Interest and service charges	71	87
	393,550	443,532
REFUNDABLE EXCESS	42,173	-
REIMBURSEMENT TO ONTARIO HEALTH	(42,554)	-
DEFICIENCY OF REVENUES OVER EXPENSES	(381)	-
NET ASSETS, BEGINNING OF YEAR	-	-
NEGATIVE NET ASSETS, END OF YEAR	\$ (381)	\$ -



Thank you



www.entite1.ca



[entite_1](https://www.instagram.com/entite_1)



[1Entite](https://twitter.com/1Entite)



[Entité 1](https://www.facebook.com/Entite1)



<https://www.youtube.com/@entite1372>



[Entité1 ESC/SO](https://www.linkedin.com/company/Entite1-ESC/SO)

EXCELLENCE
TRANSPARENCY
ACCOUNTABILITY
COLLABORATION

Entité 
ÉRIÉ ST.CLAIR/SUD-OUEST