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**Entité** 

ÉRIÉ ST. CLAIR/SUD-OUEST

Planification des services  
de santé en français

[www.entite1.ca](http://www.entite1.ca)

# 5TH ANNUAL GENERAL MEETING

## ANNUAL REPORT

March 31 2015



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## NOTICE OF MEETING – 5th ANNUAL GENERAL MEETING

### ERIE ST. CLAIR/SOUTH WEST FRENCH LANGUAGE HEALTH PLANNING ENTITY

As per article 10.5 of bylaw #1 you are hereby invited to the 5<sup>th</sup> annual general meeting of the Erie St-Clair\South West French Language Health Planning Entity, to be held:

**DATE :** Tuesday June 16 2015

**Time :** 17h00

**Place :** Centre communautaire régional de London  
920 Huron Street, London

Members present will be required to (article 10.3):

- Receive the president's report which includes the audited financial statements;
- Proceed with the election of Board members as per Board bylaws;
- Ratify the appointment of auditors;
- if required, ratification of any changes to Board bylaws that the Board may have adopted;
- Ratify the study of any proposal that may be submitted by the Board of Directors.

A copy of the annual report will be available upon request at the offices of the Entity on or after June 10, 2015 at the following addresses:

Windsor : 7515 Promenade Forest Glade

London : 920 Huron St, Office 175B

Please confirm you presence on or before June 2, 2015 with Jean-Marc Boisvenue at 519-850-4309 or by email : [jmboisvenue@entite1.ca](mailto:jmboisvenue@entite1.ca).

March 31, 2015

Didier Marotte  
Secretary treasurer

## **AGENDA**

### **5th ANNUAL GENERAL MEETING**

**Tuesday, June 16, 2015 at 5 pm  
London Community Centre  
920 Huron Street, London ON  
N5Y 4K4**

1. Opening of the Annual General Meeting.
2. Introduction of the AGM Chair and the AGM Secretary.
3. Determination of quorum.
4. Reading of the Notice of Meeting and proof of publication.
5. Reading and adoption of the Agenda.
6. Presentation of guests, Board members and Entity staff.
7. Reading and adoption of the minutes of the AGM of June 17, 2014.
8. Questions arising from the minutes of the AGM of June 17, 2014.
9. Message from the President.
10. Message from the Executive Director.
11. Report on Board activities.
12. Report on activities and community engagement 2014-2015
13. External Auditor's Report for Fiscal Year 2014-2015.
14. Confirmation of the external auditor for Fiscal Year 2015-2016
15. Elections
16. Special presentation to outgoing member
17. Closing of the AGM
18. Presentation of the Health Line.ca

# MINUTES OF THE 4TH ANNUAL GENERAL MEETING

of the Erie St. Clair/South-West French Language Health Planning Services  
held on June 17, 2014  
at the Windsor-Essex-Kent Francophone Community Centre (Place Concorde).

## 1. Opening of the AGM.

Nil Parent, Chairperson of the Board, being absent, Paul Lachance, Vice-President, opens the 4th Annual General Meeting of the Erie St. Clair/South-West French Language Health Planning Entity and welcomes participants. He mentioned that according to Clause 10.6 of Bylaw # 1, the Board used its privilege to appoint the Meeting chairman and Secretary. He introduced the Chairman of the Meeting, Mr. Frédéric Boulanger and the Secretary, Yvan Poulin.

## 2. Determination of quorum.

Mr. Boulanger asks Yvan Poulin to proclaim that the quorum is reached. The latter mentioned that the quorum is reached with 8 members present out of 12.

## 3. Reading of the notice of meeting.

Mr. Boulanger asks Rita Giroux-Patience to read out the notice of meeting. She mentioned that the notice was published twice, in Le Rempart and L'Action.

## 4. Reading and adoption of the agenda.

Mr. Boulanger advises the audience that the agenda is now on the screen and reads it out; further to the reading, Mr. Boulanger reads the following resolution:

That the agenda of the 4th Annual General Meeting of the Erie St. Clair/South-West French Language Health Planning Entity be approved as presented;

**Moved by Theresa Hughes**

**Seconded by Joanne Lachance**

**All in favour**

**Adopted**

## 5. Introduction of guests, members of Board and Entity staff.

Mr. Boulanger asks Mr. Lachance to introduce guests, present Board members, as well as members of the Entity staff.

## 6. Reading and adoption of the minutes of the 3rd Annual General Meeting of June 18, 2013.

Mr. Boulanger mentions that the minutes of the 3rd Annual General Meeting can be found on page 4 of the Annual Report and gave participants a few minutes to read it.

He asks if additions, mistakes or corrections should be made. Mr Boulanger reads the following resolution:

That the Minutes of the 3rd Annual General Meeting of the Erie St. Clair/South-West French Language Health Planning Entity be approved as presented.

**Moved by Didier Marotte**

**Seconded by Gerardo Castro**

**All in favour**

**Adopted**

**7. Questions arising from the Minutes.**

There were no questions arising.

**8. Presentation of the message from the President.**

The President being absent, Mr. Boulanger asks Mr. Lachance to present the President's message. Following the presentation of this message, Mr. Boulanger reads the following resolution:

That the President's message of March 31, 2014 be received as presented.

**Moved by Christiane Delage**

**Seconded by Marie Dorval**

**All in favour**

**Adopted**

**9. Presentation of the message from the Executive Director.**

Mr. Boulanger asks the Executive Director of the Entity, Mr. Jacques Kenny, to come up and present his message. Following the presentation of this report M. Boulanger reads the following resolution:

That the message from the Executive Director be received as presented.

**Moved by Marie Dorval**

**Seconded by Rita Giroux Patience**

**All in favour**

**Adopted**

**10. Presentation of the 2013 – 2014 Activity Report.**

Mr. Boulanger asks Mr. Paul Lachance and Jacques Kenny to present the activity report. Following this presentation, Mr. Boulanger reads the following resolution:  
That the activity report be received as presented.

**Moved by Christiane Delage**

**Seconded by Theresa Hughes**

**All in favour**

**Adopted**

**11. Presentation of results from the 2013 Seniors Project.**

Mr. Boulanger asks Jacques Kenny to present the 2013 report on the Seniors Project. Mr. Kenny mentioned that a copy of the Executive Summary was in the kit provided on arrival and would be

presented on the screen. He asked Yvan Poulin, in charge of the Seniors Project, to present the results of the report.

## **12. Presentation of report from the external auditor as of March 31, 2013.**

Mr. Boulanger asks Donald Lassaline to present the report from the external auditor for the fiscal year ending on March 31, 2014. Following this presentation, Mr. Boulanger reads the following resolution:

That the report from the external auditor for the fiscal year ending on March 31, 2014 be adopted as presented.

**Moved by Didier Marotte**

**Seconded by Marie Dorval**

**All in favour**

**Adopted**

A member of the audience commented on the fact that, in French, commas shouldn't separate thousands but rather separate dollars and cents. His comment was duly noted and this issue will be corrected in next year's Annual Report.

## **13. Appointment of auditors for 2014 – 2015.**

Mr. Boulanger reads the following resolution:

That Hyatt Lassaline LLP be reappointed as the Entity's external auditors for next year, as mentioned in the Service Agreement of May 2012 for a period of three years.

**Moved by Didier Marotte**

**Seconded by Joanne Lachance**

**All in favour**

**Adopted**

A participant commented that the resolution should read in French AUDITEUR, since, according to Mr. Lassaline, the correct word is now AUDITEUR and no longer VÉRIFICATEUR. This correction will be made next year.

## **14. Changes to Bylaw # 1**

Mr. Boulanger asks Jean-Marc Boisvenue to present changes to the Bylaw # 1. Following this presentation, Mr. Boulanger reads the following resolution:

That the modifications to the Bylaw # 1 be ratified as presented

**Moved by: Theresa Hughes**

**Seconded by: Rita Giroux Patience**

**All in favour**

**Adopted**

A member of the audience mentioned that he would have liked to receive a copy of the Bylaw and changes before the date of the Meeting. This way, he could have acquainted himself with them. He was answered that a copy of the Bylaw is always available upon request from the Entity's office.

## 15. Election.

Mr. Boulanger asks Paul Lachance to present the process adopted for the election period and read the 1<sup>st</sup> resolution :

That **Nil Parent** and **Adrien Bézaire Jr** be confirmed as members of the Board of the Entity for the first year of a two year term as individual member and that **Frédéric Boulanger** be confirmed as a Board member for the 1st year of a first 2 year term as representing a post-secondary institution, i.e, Boréal College, these terms ending at the time of the June 2016 Annual General Meeting.

**Moved by: Theresa Hughes**

**Seconded by: Joanne Lachance**

**All in favour**

**Adopted**

Following this resolution, Mr. Lachance handed over the supervision of the election period to Mr. Boulanger who presented the following resolutions:

That Mrs. **Rita Giroux Patience** be confirmed as a member of the Board of the Entity, as a community member representing the London Regional Community Centre for the first year of a 2 year term ending at the time of the Annual General Meeting of June 2016 and that **Gerardo Castro** be confirmed as member representing the London ethno-cultural community at the Board of the Entity, for the first year of a second term of 2 years ending at the time of the June 2016 Annual General Meeting.

**Moved by: Christiane Delage**

**Seconded by: Marie Dorval**

**All in favour**

**Adopted**

That Mr. **Didier Marotte** be confirmed as a Board member of the Entity, representing the Windsor-Essex-Kent Francophone Community Center (CCFWEK), for the first year of a third 2 year term ending at the time of the June 2016 Annual General Meeting.

**Moved by: Gerardo Castro**

**Seconded by: Theresa Hughes**

**All in favour**

**Adopted**

That the following individuals be confirmed for the second year of a first 2 year term terminating at the time of the June 2016 Annual General Meeting.

Jocelyne Bouffard representing the Sarnia Jolliet Cultural Centre

Christiane Delage representing the Chatham-Kent La Girouette Community Centre

Joanne Lachance representing the Providence Catholic School Board

Theresa Hughes representing the Viamonde School Board

Paul Lachance, individual member

Marrie Dorval, individual member

**Moved by: Didier Marotte**

**Seconded by: Joanne Lachance**



**All in favour**

**Adopted**

**16. Special presentation.**

Mr. Boulanger asks Paul Lachance and Jacques Kenny to proceed with special presentations. Mr. Lachance and Mr. Kenny mentioned that three administrators had left this year, i.e. Paul Levac, Jerry Masyia Bulaki and Yacouba Traore. None of the above individuals were able to join us to-night. It was mentioned that these three individuals have worked tirelessly while being members of the Board and that without people from the community with their dedication, organizations like the Entity couldn't exist and carry out its mandate. The Entity wants to thank them and wish them the best of luck in their future endeavours..

**17. Closing of the AGM.**

Following these presentations, Mr Boulanger reads the following resolution:

That the 4th Annual General Meeting of the Entity be closed at 6 :45 pm on June 17, 2014.

**Moved by Didier Marotte**

**Seconded by Rita Giroux Patience**

**All in favour**

**Adopted**

## MESSAGE FROM THE PRESIDENT

We have now reached the 4th and penultimate year of the first mandate of the French Language Health Planning Entities. Progress has been amazing, at the regional as well as provincial level

At the regional level, the team presently works tirelessly at fulfilling the mission of the Entity, that is to say :

***Thanks to its knowledge of the health environment and of the health needs in the Francophone community, the Erie St. Clair/South-West French Language Health Planning Entity advises and supports the LHINs in the area of French language health services.***

Various surveys and studies carried out over the last few years have allowed us to fulfill this mission. On the provincial level, through various meetings with the Boards of other Entities and networks, we were able to attain a greater synergy and we now can speak with one unified voice, our common goal being the improvement of French language health care services.

These networking efforts also helped us develop contacts and obtain support at different levels and from different places, which will probably turn out to be very useful over the next few months.

Over the last few months, the Ministry contracted a firm of consultants to analyze the Entity-LHIN model. All LHINs in the province and the Entities have been met by the Consultant. At the time of writing, we hadn't yet read the consultant's recommendations, but we work under the assumption that the existence and the budgets of these Entities will be continued in one form or another and that their work will carry on.

The networking mentioned previously allowed us to develop good support for the presence of the Entities. During the next mandate, we should keep on uniting in order to formulate a similar message, and stress the need to improve access to quality French language health care services.

In closing, I would like to thank all my colleagues on the Board for their sustained support, as well as express my gratitude to you, members of the community. Without your support, we wouldn't be able to carry out our mission successfully.



Nil Parent  
President

## MESSAGE FROM THE EXECUTIVE DIRECTOR

The Erie St. Clair/South-West French Language Health Planning Entity has adopted the following mission:

***Thanks to its knowledge of the health environment and of the health needs in the Francophone community, the Erie St. Clair/South-West French Language Health Planning Entity advises and supports the LHINs in the area of French language health services.***

After four years, we should ask ourselves some questions: Have we fulfilled our mission? Have we reached a better understanding of the health care environment and of the needs expressed by our Francophone community? Let us try to answer these questions.

The Entity team has participated in several focus groups in the area of health, according to our three main priorities, that is to say care of seniors, chronic illness, mental health and addictions. We have met several professionals and health care service providers with whom we discussed the importance of including services to Francophone in their provision of services.

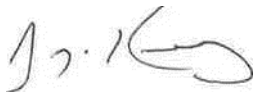
In 2012, the Entity carried out a survey involving 1,200 respondents, in order to find out the health status of the Francophone community. We launched the Seniors Project in 2013, in order to determine the specific needs of our seniors in the area of services and accommodation. Home care was found to be an increasing priority for seniors. Also, we carried three parallel projects during the winter of 2015, i.e. a sociogram project that determined where our Francophone seniors are presently living, a directory of best health care practices within some specific areas in a minority environment and a project of case studies aiming at determining the best practices that might present possible solutions for our area.

We have worked consistently in close collaboration with our LHINs, in order to improve our knowledge of the health care environment. Also, our LHINs facilitated our contacts with service providers, and we thank them for their help.

We can consider that our mission has largely been fulfilled. Through our meetings and discussions with providers, among others, we have reached a better understanding of the health care environment. We should further enhance this understanding, but we are certainly on the right track.

We have definitely reached a better understanding of the needs of our community. At the beginning of the next financial year, we will receive the reports on the three above mentioned projects and we will then be able to make appropriate recommendations to our LHINs.

In closing, I would like to thank you all for your continued help in carrying out our mission.



Jacques Kenny  
Executive Director

## BOARD ACTIVITIES

Nowadays, the governance of any organization, whatever its legal status, should be transparent and its finances managed prudently. The Planning Entity is no exception. Therefore, several measures, such as a monthly financial report, activity reports, monthly meetings, have been introduced. Furthermore, the Board must follow up on progress realized in the area of strategic planning.

Last year, several new members joined the Board. Last September, a training session for Board members was organized in order to allow directors to meet and make them aware of the French Language Services Act, the act creating the LHINs, the Entities and the roles of each. An Administrator's Manual was handed to each member, containing important information about the governance of the Entity.

By the same token, and since the Entity was reaching the halfway mark along the path of its 5 year strategic planning work, the Consultant who had participated in strategic planning was asked to carry out an assessment of progress and results obtained. This was done and a presentation was made to all Board members last December. Each was made aware of progress, as the Consultant announced that for the period of April 1, 2012 to September 30, 2014, i.e. half way through its mandate, the Entity had reached an overall achievement rate of 79% of its Action Plan, that is to say that 53 actions were carried out of 67 which had been planned. Measures were introduced aiming at a success rate of 100% of all actions planned.

In order to further good governance, Board members meet about eight times a year. A great deal of information is provided to them, from reports on the Joint Action Plan, in collaboration with the LHINs, to tactical plans and the Entity Work Plan. A financial report is also provided, along with a comparative table explaining the budget and deviations. It should be noted that regular reports allow verification by the external auditors when preparing annual financial reports.

As far as training is concerned, the Board regularly encourages the staff members to take part in webinars and seminars, in order to continually increase their knowledge of the health care system as well as of its components. This is done in order to better understand the needs felt by our communities and to better advise the LHINs.

## ACTIVITY AND COMMUNITY ENGAGEMENT REPORT

One of the important clauses in the Funding and Accountability Agreement signed by the Entity with the Erie St. Clair Local Health Integration Network and the South West Local Integration Network (LHIN) is about community engagement and the efforts the Entity should make in order to better understand the needs of the Francophone community and communicate these needs to the LHINs.

To carry out this mandate, the Entity hired a consultant, last year, in order to meet various groups of seniors in the area served by the Entity, so as to develop a sociogram which would indicate where Francophone seniors live and in which areas.

To facilitate meetings with individuals, group meetings were organized. One team member accompanied the Consultant to facilitate the approach and dialogue, and at the same time promote active demand, encouraging seniors to insist on being served in French. This way, we managed to meet over 100 seniors who provided us with very useful information, and we thank them warmly for that.

These seniors were contacted individually later on and a survey was carried out. The goal of this survey was to eventually introduce services that would allow Francophone seniors to live at home as long as possible.

Research was also carried out to determine best practices within a minority Francophone population, not only in Ontario but also in the rest of Canada, and within linguistic minorities in Canada and the United States. This research will be analyzed to determine if some of these practices could be introduced here. Reports will be forthcoming in June 2015.

In order to promote French language health care services among the community living in the whole of the area served by the Entity, we facilitated the setting up of a task group mandated to prepare the whole December issue of Bonjour Ontario, a publication disseminated in local French language weekly newspapers which was wholly dedicated to the topic of health, and more specifically, active demand and active offer. 25,000 copies of this insert were published and reached the whole area served by the Entity as well as that served by Entities 2 and 3 (Reflet Salvéo).

Immigration is becoming an increasingly pressing issue on the provincial level, and the South West area welcomes its share of newcomers. In the London area, the Entity is involved in the Health and Well-Being Sub-Council. Regular presence within the Committee guarantees that we keep in mind that a large number of these immigrants speak only French and this makes it very difficult for them to integrate. In the Windsor area, the Entity plays an active part in the Windsor Essex County Local Immigration Partnership, (WELIP). We took part in two full sessions, including over 200 participants. During one of the sessions, we made a presentation about the Entity and during another one, we helped the LHIN run a Francophone work table on the obstacles met by immigrants on arrival when French language health care services are required.

The Ministry of Health and Long Term Care requested the implementation of Health Links, so that primary health care be better offered and so that clients be better cared for. 11 Health Links will be established over the whole territory. The Entity made a presentation, in collaboration with the Erie St. Clair LHIN, to the Executive Committee of two of these Health Links, in order to stress the importance of French language health care services. Over the next few years, we will make other presentations in the area served by the Erie St. Clair LHIN and the South West LHIN.

Over the last year, the Erie St. Clair CCAC organized two strategic planning sessions in which we participated. We met about 75 community stakeholders as well as health care providers. We were able to make the CCAC aware of the necessity to include a francophone section within the strategic planning effort.

As mentioned in the Strategic planning document, the Entity plays an active role in the Regroupement des Entités et Alliance des Réseaux de l'Ontario which is active on the provincial level. This allowed us to forge relationships and useful connections. The Executive Director of the Erie St. Clair/South West Entity is responsible for the provincial table of the Planning and Communication Agents Group.

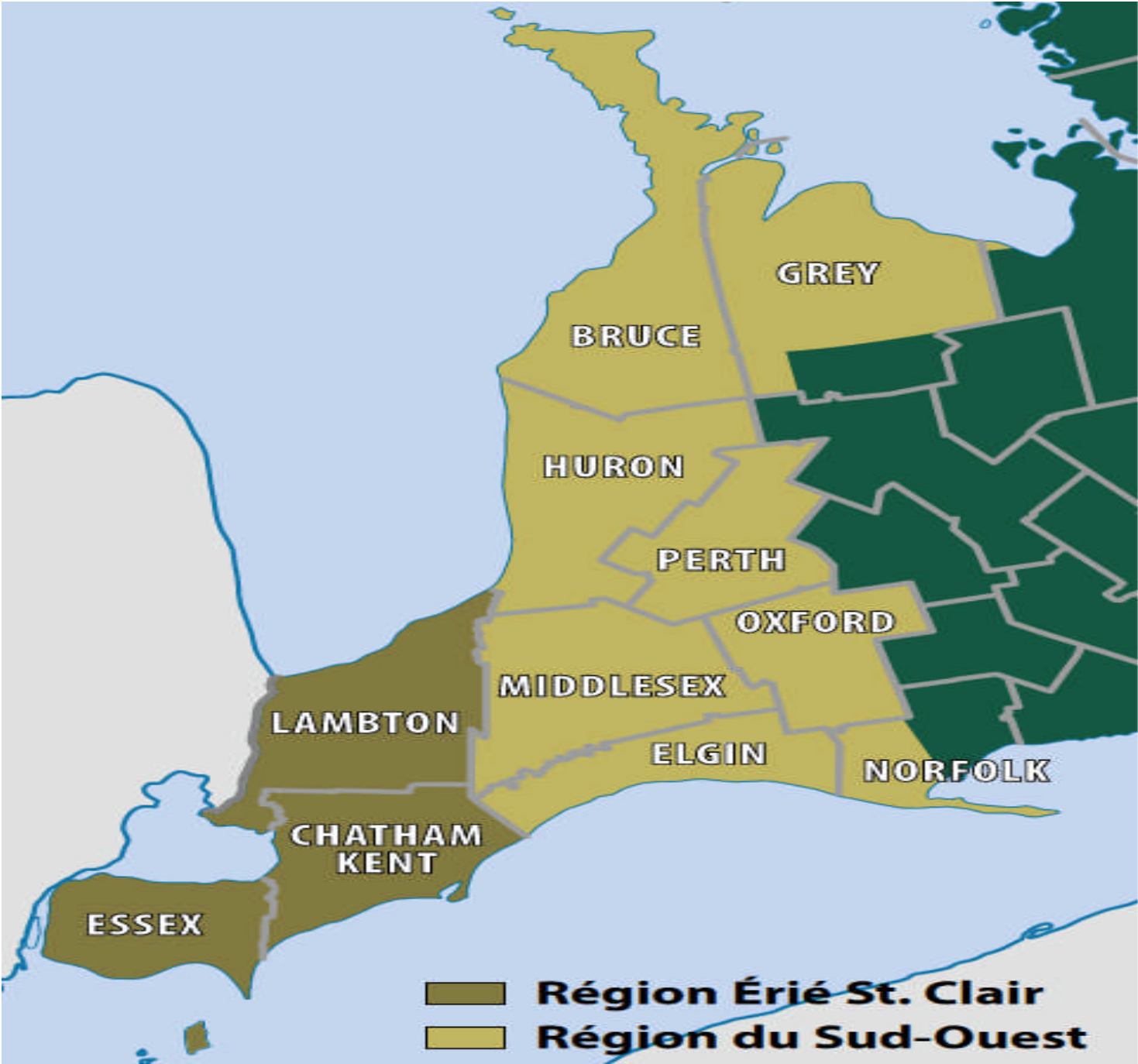
The above activities help us better reach our priorities. In the area of mental health and addiction, the Entity participates actively on the francophone telemedicine advisory committee of Addiction Services Thames Valley, (ADSTV). The Entity participated, in collaboration with the Erie St. Clair LHIN, in the animation of a French speaking task force in the Windsor Essex area, so as to ensure a Francophone component within the LHIN Strategic Plan for mental health and addiction. A representative of the Entity co-presides the "Table de Concertation" which includes a Health Committee.

Seniors have an important place in our work. The Entity has participated actively in three regional meetings of the " Fédération des Aînés et Retraités Francophones de l'Ontario", (FARFO) concerning the organization of regional activities for our seniors. We also participated in local exhibitions where we met hundreds of seniors.

We continually try to organize workshops teaching how to live with chronic illness and self-management of a chronic disease. However, in this area, results are presently mediocre.

So much work carried out over the last year! But a lot remains to be done in order to ensure that quality French language services are broadly available.

OUR AREA



## BOARD, STAFF AND CONTACT INFORMATION

Nil Parent.....	President
Paul Lachance.....	Vice president
Didier Marotte.....	Treasurer
Christiane Delage.....	Administrator
Geraldo Castro.....	Administrator
Joanne Lachance.....	Administrator
Teresa Hughes.....	Administrator
Jocelyne Bouffard.....	Administrator
Marie Dorval.....	Administrator
Frédéric Boulanger.....	Administrator
Adrien Bezaire Jr.....	Administrator
Jacques Kenny.....	Executive Director
Yvan Poulin.....	Planning Officer
Jean-Marc Boisvenue.....	Planning Officer

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