



ANNUAL REPORT

2022 -2023

EXCELLENCE
TRANSPARENCE
IMPUTABILITÉ
COLLABORATION

Entité 

ÉRIÉ ST.CLAIR/SUD-OUEST

Planification des services
de santé en français

www.entite1.ca



MISSION

Due to its knowledge of the healthcare field and the needs of the Francophone community, the French Health Services Planning Entité Érié St.Clair/Southwest advises and supports Ontario Health West in the provision of French-language healthcare services.

VISION

Better access to quality French-language healthcare services.

VALUES

- Excellence
- Transparency
- Accountability
- Collaboration

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MESSAGE FROM THE CHAIR AND EXECUTIVE DIRECTOR

Following periods of restrictions due to the COVID-19 pandemic, which forced us to navigate a world now punctuated by lockdowns and health measures, the beginning of the 2022-2023 year has brought a more normal and familiar pace of life. L'Entité 1 was able to continue its activities in this new dynamic of operation and community engagement.

The historic transformation of the healthcare system, initiated in 2019 by the Ontario government, continues. However, the healthcare system still faces numerous challenges that require sustained investments to address the needs of the population. Among these challenges, the shortage of bilingual healthcare resources remains an issue faced by many French-language healthcare service providers striving to ensure French-language service delivery.

Entité 1, with the support of its community partners and through the Bilingual Professionals Community of Practice, mobilized to undertake a regional awareness tour on the active offer of French-language healthcare services. This tour was made possible through joint funding from AFO (Multiplier Effects grant) and Western Ontario Health.

We also continued with our community consultations in the Chatham and Sarnia regions to better understand the needs of French-speaking newcomers in these areas. In total, three virtual consultations were held, connecting the healthcare and well-being needs of Francophones in these two regions.

The year 2022-2023 also saw the continuation of collaboration and closer ties with the management team of Entité 2, with whom we share the Ontario Health West region. One region, two entities, similar goals, and issues for which we work together to advance French-language services for the Francophone populations in our regions.

L'Entité 1 also forged connections with two local healthcare teams in designated French-language service regions. L'Entité 1 became a member of the local healthcare teams in the London-Middlesex and Chatham-Kent regions. Today, it is a member of all four local healthcare teams located in the four designated regions within its territory.

With a normalized resumption of activities, Entité 1 was able to adapt and overcome challenges to continue fulfilling its mandate and carry on its work, allowing increased access for Francophones in its regions to French-language healthcare services that meet their needs. L'Entité 1 also made three reports available during the past year. The key elements of our work and results for 2022-2023 are found in the subsequent sections of this report.

Given the ongoing transformations in the healthcare system, l'Entité has adapted to this new reality. We have been able to advance our work plan by supporting the Ontario Health Teams (OHTs) in our regions, as well as healthcare providers in developing French-language healthcare services.

It is worth noting that the renewal date for the mandates of the entities is fast approaching. With December 5, 2023, as the end date of the mandate, it is expected that the next renewal period will be preceded by a review of the entities' mandates at the beginning of the 2023-2024 fiscal year. The Entité will ensure to highlight its achievements and the needs identified during various consultations and planning sessions to emphasize the healthcare needs of the Francophone population in the served territories.

Paul Lachance | Chair of the Board of Directors

Paul Levac | Executive Director

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BOARD OF DIRECTORS


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OUR TEAM

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

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OUR MANDATE AND AREAS OF ACTION

Entité 1 is the French-language Health Services Planning Entité serving the Erie St. Clair (ESC) and Southwest (SO) sectors in the sub-region of Western Ontario Health.

Entité 1 is one of the six French Language Health Services Planning Entities (FLHSPEs). Individually and collectively, FLHSPEs are:

- Mandated by the Ministry of Health and Long-Term Care (MOHLTC).
- 2019 Connected Care Act
- Governed by a board of directors composed of volunteer representatives.

OUR MANDATE

Providing advice to Ontario Health on the following matters:

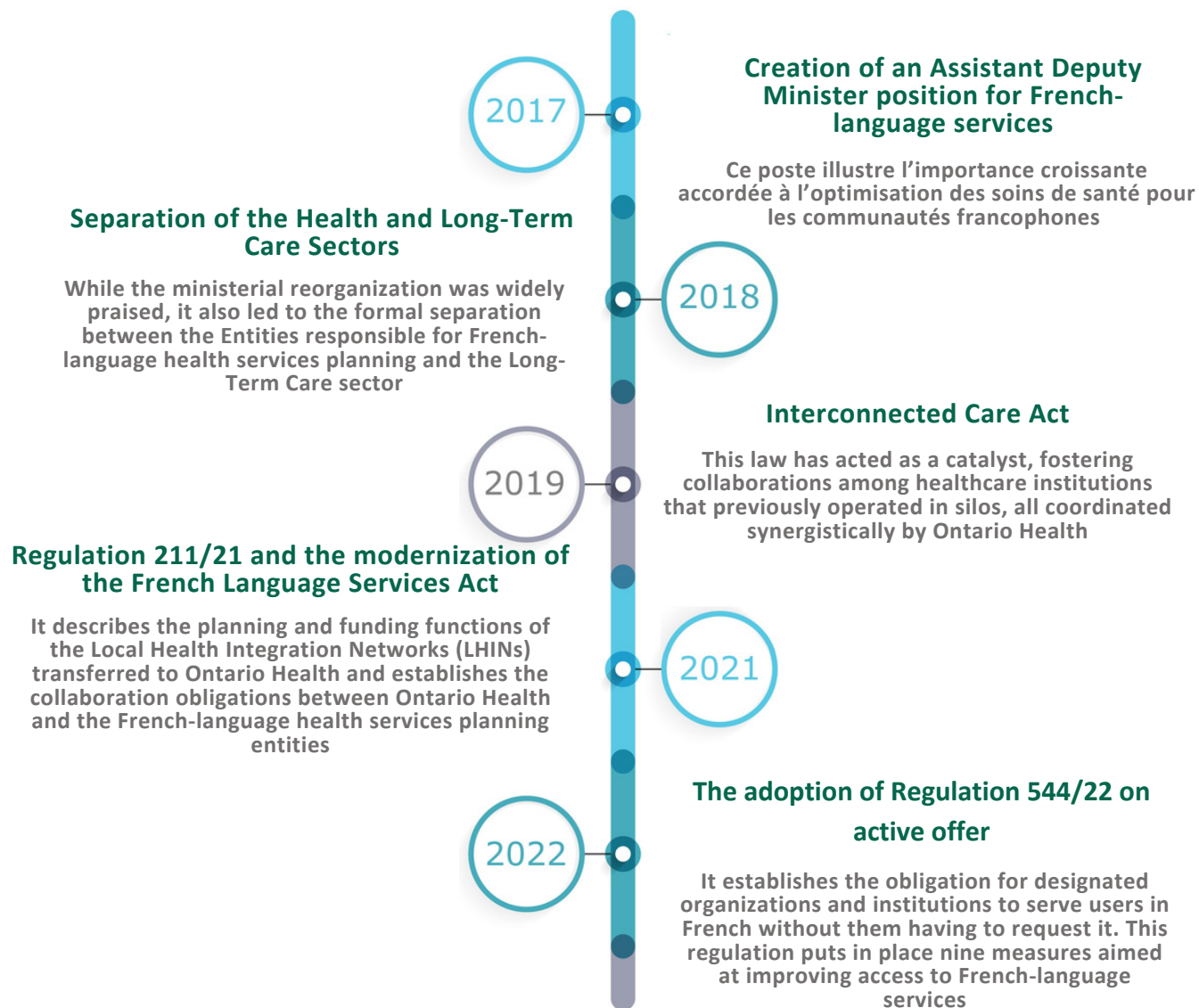
- Methods for engaging the Francophone community in each of its serviced regions.
- Health needs and priorities of the Francophone community in each of its serviced regions, including the needs and priorities of various groups within this community.
- Health services available to the Francophone community in its serviced regions.
- Identification and designation of healthcare service providers for the provision of French-language healthcare services in its serviced regions.
- Strategies to improve access to French-language healthcare services, the accessibility of these services, and their integration into the local healthcare system.
- Planning and integration of healthcare services in its serviced regions.

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 healthcare service providers in developing FLHS.
- Implementing real improvements for Francophone patients and their families.
- Establishing relationships with Health Ontario and Western Ontario Health.
- Knowledge of the community.

THE LEGISLATIVE CONTEXT OF FRENCH-LANGUAGE SERVICES IN ONTARIO

Since the designation of the six French-language health services planning entities by the Ministry of Health and Long-Term Care in 2010, some progress has been made in the transformation of the healthcare system in French in Ontario. Here are the most recent ones:



These measures represent advancements for Ontario's Francophone community, progressively transforming the healthcare system to better serve our communities. The work is never complete, and the Entities continue, both collectively and individually, to recommend measures and practices to strengthen the capacity of the healthcare system in Ontario to provide the services to which French-speaking communities are entitled.

The new Ontario Health Map: Bringing Together Entities in the Southwest

By combining the regions of the Erie St. Clair, Southwest, HNHB (Hamilton Niagara Haldimand Brant), and WW (Waterloo Wellington) LHINs, Ontario Health created the Ontario Health West region, which includes the only regional office served by two Entities, namely Entities 1 and 2.

To avoid unnecessary duplications and make the most of all available tools and resources, and in an effort to efficiently serve the populations, the two Entities have actively sought opportunities for synergy.

Thus, as part of our annual planning, priorities, strategies, and implementation plans with a regional scope are developed jointly. This collaborative approach allows us to expand the reach of our actions and, ultimately, improve access to services for the diverse populations we serve.

Ontario Health West:

- 15 Ontario Health Teams
- 71 identified providers
- 4 fully designated or partially designated providers
- More than 70,000 Francophones
- 4 former LHINs
- 2 French language health planning entities



Entité²

de planification des services de santé en français pour les régions de
Waterloo • Wellington • Hamilton • Niagara • Haldimand • Brant

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OUR WORK AND RESULTS FOR THE YEAR 2022-2023

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

Entité 1 continued to support Ontario Health West (OHW) in the Erie St. Clair/Southwest regions in the process of reviewing and validating the annual data collection of French-language healthcare services (FLHS) provided by identified healthcare service providers (HSPs) on the Ministry of Health's AZURE platform. **All identified and partially designated organizations in our territory (35)** completed their 2022-2023 reports in accordance with the Ministry's requirements.

In our planning mandate, Entité 1 assisted some identified HSPs in the submission process of the French-language service (FLS) report and also in the identification of needs and priorities for Francophones and the development of a work plan for French-language services. Close assistance was initiated with some identified HSPs interested in implementing a work plan for FLS, including London Health Sciences Centre (LHSC) and Erie Shores Health Centre (ESHC), among others.

CAPACITY OF HSPS AND NAVIGATION WITHIN ENTITÉ 1

In a system where French-language healthcare services are dispersed and not well-known to the public and healthcare service providers, the importance of establishing a navigation system for French-language healthcare services is crucial. The continuum of French-language healthcare services in the Ontario Health West region remains too fragmented to fully meet the needs of Francophone communities.

In this regard, Entité 1 and Entité 2, based on their existing navigation reports, have developed a common information sheet on navigation aligned with the following three axes: information, navigation, and coordination. They have also written an annex report to supplement these previous reports to briefly analyze existing navigation models in the current context of the development of Ontario Health Teams (OHTs). This information sheet will serve as a template and provide evidence-based practices and strategies for an effective navigation system.



THE COMMUNITY OF PRACTICE FOR BILINGUAL PROFESSIONALS (CPPB)

CPPB is a virtual community on Healthchat for professionals in the fields of healthcare, addiction, social services, and wellness. **CPPB provides meaningful networking opportunities among bilingual professionals**, establishes relationships across various domains, fostering a sense of belonging and engagement through the "forum" and "announcements" sections available on the Healthchat website.

In 2022-2023, the steering committee met 11 times. Thanks to their commitment and participation, the awareness tour, networking, and the development of active offering under the **"Multiplier Effect"** program funded by the Assembly of Francophone Ontario (AFO) were highly successful among healthcare service providers (HSPs) and participants. By the end of the fiscal year, CPPB's platform membership reached **176 members**.

The regional tour of the Community of Practice for Bilingual Professionals (CPPB) (video) on awareness, networking, and the development of active offering for bilingual professionals and healthcare and wellness service providers took place in London on December 7 (in both languages) and then in Windsor-Essex on February 15, 2023 (in both languages), followed by the French-language session in Sarnia on March 1, 2023, and the English-language session in Sarnia on March 6, 2023, concluding with a regional plenary in Chatham on March 29, 2023.



Regional tour of the CPPB



Panelists at the regional plenary at Chatham

The regional plenary in Chatham was a great success thanks to the panelists, the AFO, the Acting French Language Health Services Commissioner, as well as the participants. This success was facilitated by receiving \$18,000 in funding from AFO as part of the multiplier effect to support the project.

Seven information and workshop sessions were organized, with a significant number **(28) of organizations** being made aware of active offering of French-language services. There were a total of **83 participants** for the entire project, with 25 out of 43 respondents to the workshop survey **expressing high satisfaction (88%) and 12% indicating satisfaction**. In collaboration with the CPPB steering committee, a toolkit on active offering was developed following the awareness tour, shared with HSPs during the tour, and published on the CPPB website. A summary report is available with identified priorities and recommendations, as well as suggested actions from the awareness tour to enhance French-language healthcare services in Entité 1's territory.



The regional plenary at Chatham

A networking event on the theme of "Minority Linguistic Affiliation" (video) was held on Tuesday, November 8, 2022, in collaboration with the Centre for Addiction and Mental Health (CAMH) and the Réseau en Immigration Francophone Centre Sud-Ouest (RIFCSO). The event aimed to raise awareness among service providers about issues related to linguistic affiliation in the workplace and active offering of services in French. A total of 35 people participated, including healthcare service providers, community members, healthcare professionals, and partners. Five panelists took part, including Danielle de Moissac, Professor at the University of Saint-Boniface in Manitoba, Anne-Marie Sanchez, Director of Strategy, Planning, and Health System Integration at the London InterCommunity Health Centre, Rita Agayby, Family Physician at the Hamilton-Niagara Francophone Community Health Centre, Jill Best, Nurse Practitioner in a primary care French-language clinic in the Windsor region, and Sibylle Ugirase, Nursing Program Manager at Collège Boréal.



Over 100 people participated in the survey, and 53 open responses were provided by respondents from 25 different organizations in various roles. The survey results fueled discussions during the event, and a list of resources on active offering was shared with participants.

The collaboration between the Communities of Practice of Entities E1 and E2 - As part of expanding our activities and strengthening our actions for greater efficiency and visibility, the two entities joined forces to simultaneously target service providers and professionals in the SOO territory to develop a joint regional community of practice.

The collaboration was initiated and realized through the participation and representation of a member from each team in their respective steering committees to explore collaboration opportunities, discuss different engagement methods, identify priorities, and take action at the SOO regional level.



Communauté de pratique
des services de santé
en français

French Language
Health Services
Community of Practice

Entité 2's Community of practice for healthcare service providers



**COMMUNAUTÉ DE PRATIQUE
POUR PROFESSIONNELS BILINGUES**

Entité 1's Community of practice for bilingual professionals

REPORT ON LONG-TERM CARE (LTC) ACCESS IN THE ERIE ST. CLAIR REGION - ANALYSIS AND RECOMMENDATIONS -

In order to address the gaps in accessibility to Long-Term Care (LTC) services in French and, consequently, access to home and community support services:

- A total of 158 individuals responded to the online survey, and 10 participated in interviews.
- The need for LTC is a significant concern for Francophones throughout the province.
- Over the next ten years, the waiting list for long-term care could reach 84,000 Ontarians.
- The Ontario government has reaffirmed that LTC is a priority and that innovative solutions are needed to provide culturally adapted care to Francophones and individuals from diverse cultures.

This report has been finalized, and a copy of the report is available on Entité 1's website. A promotion and dissemination strategy is currently being developed to reach all potential stakeholders during the 2023-2024 budget year.

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

The COVID-19 pandemic undoubtedly impacted all communities in Ontario, including Francophones, especially those from visible minority backgrounds such as newcomers. In this context, the project titled "Improving the Health of Francophones During the COVID-19 Pandemic" aimed to identify specific gaps among Francophones in Windsor-Essex and London-Middlesex through organizations dedicated to Francophone communities. This project provided participants with the opportunity to share their experiences in navigating healthcare services during this pandemic period.

Through the conduct of 7 focus groups, a detailed report highlighting participants' experiences was developed, generating a list of 13 recommendations that will be communicated to healthcare decision-makers, our partners, and service providers in our region. These recommendations aim to better address the specific needs of Francophones and improve their access to French-language healthcare services. A copy of the report is available on Entité 1's website.



WORKSHOP TO SUPPORT REPORTS ON FRENCH-LANGUAGE SERVICES

During the winter, Entités 1 and 2 collaborated with the Franco Health Network of Southern Ontario to support the improvement of access to French-language health, social, and/or community services with the assistance of resources available on accès-ÉQUITÉ.ca. A virtual workshop scheduled for April 4, 2023, aims to support organizations in their planning and accountability efforts for French-language services.

The workshop's objectives will include:

- Raising awareness among participants about available resources to support planning, implementation, and accountability for French-language services and how to use them.
- Exploring strategies, tools, and their implementation.
- Sharing knowledge and experiences among participants.

ONTARIO HEALTH TEAMS (OHTS)

As part of our mandate, Entité 1 continues to support the 8 Ontario Health Teams (OHTs) operating within its territory, as well as partner healthcare service providers, with a focus on the development and implementation of plans and processes aimed at strengthening the coordination of services for the Francophone population in the Erie St. Clair and Southwest regions.

Throughout the year, Entité 1 has been actively involved in various working meetings with different OHTs and regional and local meetings, such as the Patient and Family Advisory Committee (PFAC). In total, 28 working meetings and sub-groups were organized, during which we emphasized our commitment to active offering of French-language services. These working groups raised several issues related to French-language healthcare services, diversity, and equity in access to quality services and care for all, and helped establish an inventory and a French-language services plan.

During the same year, Entité 1 officially joined the local OHTs of Middlesex-London and Chatham-Kent, making it part of the 4 OHTs located in our 4 designated regions within Entité 1's territory.

Furthermore, we have increased the involvement of the Francophone community in various consultations organized by the OHTs while strengthening our partnership with other organizations to build an interconnected and patient-centered healthcare system.



COMMUNITY ENGAGEMENT AND COLLABORATION ACTIVITIES

In February 2023, the Regional Federation of Francophone Seniors and Retirees of Ontario (FARFO) Southwest partnered with our Entité to respond to a call for proposals from the Programme d'appui à la francophonie canadienne (PAFO) as part of the project titled: Consultation of individuals aged 50 and over on Francophone cultural and social programming. The project was carried out in four major stages.

1. Analysis of the situation in the regions using documentation and preliminary discussions.
2. Consultation of stakeholders through two surveys (seniors and partners).
3. Facilitation of three in-person focus groups with club members.
4. Data analysis and development of recommendations to update the programming of FARFO Southwest member clubs.

Entité 1 supported FARFO during the first three stages in the Windsor geographical region, where approximately 43% of survey respondents lived in Entité 1's territory, and 47 individuals participated in discussions within the focus groups.

A FARFO report with four recommendations was generated from these consultations to enhance the vitality of clubs, better meet the needs of club members and those potentially interested in club activities, and increase the attractiveness and participation in club activities. The main recommendations include:

1. Promoting the exchange of best practices among clubs.
2. Encouraging resource sharing.
3. Enhancing club member participation.
4. Developing a strategy to strengthen intercultural relations.



Entité 1 actively participated in various locally and regionally organized community engagement activities, among others.

ACTIVITY	DATE
World Refugee Day in Windsor	June 20
Age Friendly Conference in London	June 22
Franco-Fête in London	June 25
French Health Reflection Day in Toronto	September 22
Celebration of the City of Sarnia's Designation	September 25
Presentation of "Présentation Ontario c'est Chez Moi" on SEF to newcomers in Windsor	December 15
Immigration Network Celebration	March 10

Coordination Tables and Regional Initiatives

As part of understanding the overall needs of the Francophone community in our respective regions, Entité 1 continues to provide an active support role with its partners in various local and regional working groups, consultation tables, and initiatives. Entité 1 plays a significant role in advocating for French-language services and healthcare services on these tables, and it plays a key role in supporting them in facilitating and promoting their initiatives.

Region

Initiatives and contributions

Windsor-Essex/ Chatham-Kent

Support and Promotion of Local Initiatives

- 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 French-language services within the two OHTs and ensuring that a French-language policy is in place and followed.
- Mini Consultation on Seniors - CCFWEK

London- Middlesex

- **Franco-Santé London Access (AFLS):**
 - Ongoing support through Entité 1's involvement and participation in various working groups and the planning meeting of co-chairs.
 - Review of the TFRSMD mandate regarding the role of co-chairs.
- **Francophone Mental Health and Addiction Networking Table (TFRSMD):**
 - Soutien continu par l'implication et la participation de l'Entité 1 aux différents groupes de travail et à la réunion de planification des coprésidents.
 - Révision du mandat du TFRSMD en ce qui concerne le rôle des coprésidents.

Support and promotion of local initiatives:

- Franco-Info Table of London and surrounding counties
- Local Francophone Immigration Committee of London

Region

Initiatives and contributions

Sarnia-Lambton

Support and promotion of local initiatives:

- Sarnia-Lambton Francophone Organizations Consortium
- Local Francophone Immigration Committee of London

Multi-regions

Support and promotion of local and regional initiatives:

- Provincial Plan for Black Communities with SOO - Consultations with members of Black ethnocultural communities in the London and Windsor regions as part of the development of a provincial plan on Black population health on September 12 and October 25, respectively.
- Health Ontario with Action Cancer Ontario - Consultations with the Francophone community, specifically individuals who have recently (preferably in the last 5 years) received ambulatory systemic treatment and their caregivers.
- Structured Psychotherapy Ontario (PSO)
 - Regaining Your Spirit
 - Finally Free Program
 - "Regaining Your Spirit"
- Equity Access
 - Training on the basic principle of equity
- Provincial Francophone Network for the Prevention of Abuse (RFPFMA) Reference Framework Committee
- Promotion of Cultural and Linguistic Sensitivity Training
- Niagara Windsor Action for Refugees (NWAR) / Refugee Health
 - Coordinated Actions for Refugees in Niagara and Windsor Hotels
- West Region - Patient Navigation and Digital Access CoP Meeting
- Health 811

COMMUNICATION AND VISIBILITY

Entité 1 has an online communication strategy to increase its visibility and that of Francophones in its region, as well as to strengthen the dissemination of information on French-language healthcare services.

The table below illustrates the results of the last three years:

Plateform	Statistics 2020-2021	Statistics 2021-2022	Statistics 2022-2023
Infolettre	23 infolettres - 299 recipients Average open rate - 23 %	22 infolettres - 330 recipients Average open rate - 20%	23 infolettres - 295 recipients Average open rate - 20%
Facebook	51 subscribed 5135 impressions	87 subscribed 2912 impressions	105 subscribed 5322 impressions
Twitter	27 subscribed 21763 impressions 209 tweets	46 subscribed 9905 impressions 142 tweets	79 subscribed 11058 impressions 261 tweets
LinkedIn	14 subscribed 103 articles	17 subscribed 136 articles	14 subscribed 29 articles
Instagram (April- September 2022)		11 subscribed 199 impressions 24 page visits	70 subscribed
Youtube			5 subscribed Café-rencontre - 48 views 12e AGA - 38 views

FINANCIAL STATEMENT

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, 2023

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	2023	2022
REVENUES		
Ontario Health contribution	\$ 425,532	\$ 425,533
Contribution from Assemblée de la francophonie de l'Ontario - Effet Multiplicateur	18,000	-
	443,532	425,533
EXPENSES		
Salaries and benefits	300,394	243,282
Consultants and professional fees	69,948	92,959
Project expenses - Effet multiplicateur	16,419	-
Community outreach	10,756	15,527
Travel expenses	8,580	683
Computer services	7,787	18,673
Rent	5,834	9,509
Telecommunications	5,425	2,898
Board of directors	4,366	1,526
Training	3,447	1,187
Advertising and promotion	3,432	14,376
Non-refundable GST/HST	2,839	3,340
Insurance	2,835	2,765
Office supplies	1,383	3,330
Interest and service charges	87	317
	443,532	410,372
	-	15,161
REFUNDABLE EXCESS	-	(15,161)
EXCESS OF REVENUES OVER EXPENSES	-	-
NET ASSETS, BEGINNING OF YEAR	-	-
NET ASSETS, END OF YEAR	\$ -	\$ -