



WINNING STRATEGIES

for serving francophone clients

INFORMATION SESSION
for health service providers

Avec le financement de




Santé
Canada

Health
Canada



Société Santé
en français



We wish to acknowledge that we are virtually meeting on unceded Algonquin territory. We would like to thank the Algonquin Nation for allowing us to be guests on this land. Some of you may be joining from other regions, so feel free to share your recognition of the land in the chat. As we enter the month of June, please take the time to learn about ongoing summer solstice events and opportunities to learn and share the rich cultures of indigenous peoples.

**Reconnaissance des terres
Land Acknowledgement**

AGENDA



**Winning
strategy
objectives**



**Winning strategies
and your
agreements on
French-language
services**



**The next steps in
the project**

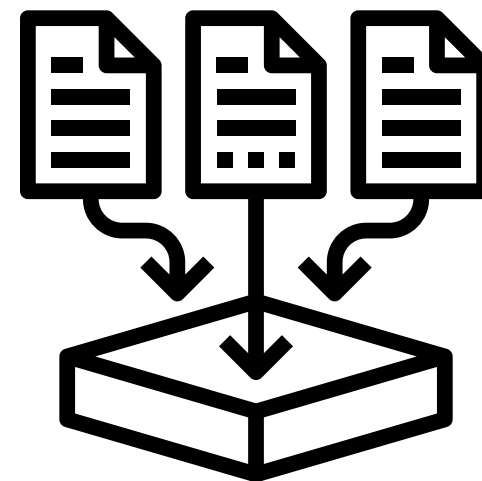


Your support team



**Questions
period**

Opening poll





Winning strategy objectives

- Promote a more effective active offer of health services in French that are accessible to Francophones;
- Offer pragmatic tools that make it easier to implement each of the winning strategies.



Winning strategies and your agreements on French-language services

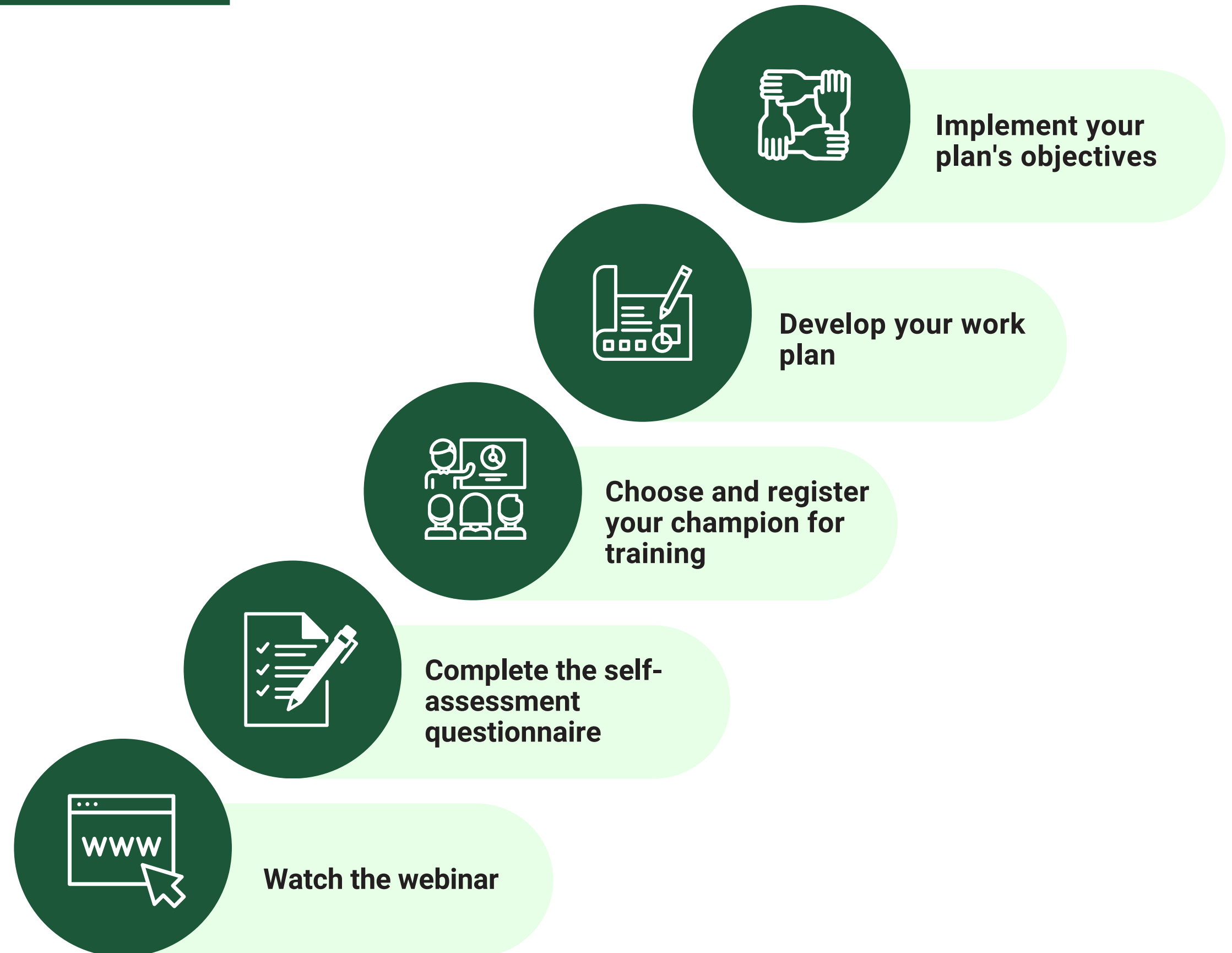
Here's how winning strategies align with the French-language service delivery requirements of your accountability agreements:

WINNING STRATEGIES	ONTARIO HEALTH				MINISTRY OF HEALTH & MCCSS
	Quality Improvement Plan (QIP)	Health - Equity, Inclusion, diversity and Anti-Racism Plan (HEIDA - R)	Annual report on French-language services (FLHSD)	Designation of organizations under the French Language Services Act	French language services (FLS) Quality Improvement Plan
1. Identify one or more champions			✓	✓	✓ from Referral Clause
2. Empower staff members in the active offer of health services in french	✓	✓		✓	✓ from Referral Clause
3. Identify staff members able to provide services in French		✓	✓	✓	✓ from Clause 1
4. Identify Francophone clients		✓	✓	✓	✓ from Referral Clause
5a. Match Francophone clients with staff members able to provide services in french			✓	✓	✓ from Clause 1
5b. Refer Francophone clients to another provider offering same services of equal quality in french			✓		✓ from Referral Clause
6. Measure results			✓	✓	✓ from Clause 1

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The next steps in the project

Here are the steps we suggest you follow to facilitate the implementation of winning strategies within your organization.





New tool: the self-assessment questionnaire

Objectives :

- Evaluate organizational practices related to winning strategies already implemented within your organization;
- Identify the most relevant winning strategies to implement within your organization;
- Gather evidence on the organizational practices of Ontario Health Team partners towards the Francophone population;
- Evaluate the scope and impact of the project.



New tool: the self-assessment questionnaire (cont'd)

How long will I need to complete the self-assessment? 15 minutes.

Who should complete the self-assessment? Someone who is familiar with your organization's practices (e.g. your winning strategies champion).

Who will have access to the information provided in your self-assessment questionnaire?

- Your organisation;
- Your OHT;
- The Winning Strategies Committee.

My organisation is designated under the French Language Services Act. Do I have to complete the self-assessment? Yes, it would be preferable for all Ontario Health Team's partners to complete the questionnaire.



New tool: the self-assessment questionnaire (cont'd)

[Click here](#) to complete the self-assessment questionnaire.

The screenshot shows a web interface for a self-assessment questionnaire. At the top right, there is a language selector set to 'English (United States)' and a menu icon. The main content area is divided into two columns. The left column features a header with the text 'STRATÉGIES GAGNANTES' and 'WINNING STRATEGIES' in bold, with a sub-header 'POUR SERVIR LES CLIENTS FRANCOPHONES' and 'TO PROVIDE SERVICES TO FRANCOPHONE CLIENTS'. Below this is an illustration of three people (two adults and one child) wearing superhero capes. At the bottom of the left column is a row of logos for various organizations, including 'Société Santé en français', 'Kids Enfants archipel', 'FLAHT', 'ISOFLA', and others. The right column has a title 'Questionnaire: The Winning Strategies' and a description: 'Self-assessment questionnaire for health service providers regarding the Winning Strategies and those steps already implemented within their organization.' At the bottom of the right column is a 'Start now' button.



Choose and register your champion for training for champions

Training objectives:

- To provide organizational champion(s) with an opportunity to enhance their existing knowledge of winning strategies;
- Develop the necessary skills to enable successful implementation of winning strategies within the organization.



Choose and register your champion for training for champions (cont'd)

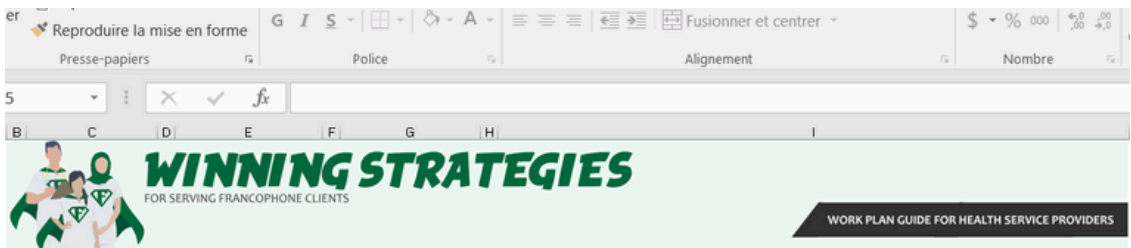
Training in French (12pm-1pm):

17 July 2024
30th July 2024
7th August 2024
13th August 2024
21st August 2024

Training in English (12pm-1pm):

18 July 2024
1 August 2024
8th August 2024
15th August 2024
22 August 2024

Implement your plan's objectives



For each winning strategy, the following table illustrates potential objectives, indicators and activities that you can use to develop your work plan and facilitate the implementation of the winning strategies chosen.

WINNING STRATEGIES	OBJECTIVES	INDICATORS	EXAMPLES OF CHANGE IDEAS/ACTIVITIES
1) Identify one or more champions	Increase the sustainability of the active offer of health services in French	# of champions identified	<ul style="list-style-type: none">A person in a leadership position will be identified as responsible for defining and modelling organisational practices (e.g. winning strategies) that promote a sensitive culture to the needs of Francophones and increase the active offer of health services in French.
2) Empower staff members in the active offer of health services in French	Increase awareness of the active offer of health services in French concept	% of staff members, management and governance members who have completed the online training course on active offer of health services in French	<ul style="list-style-type: none">All champions, management and governance members will complete the 6 modules of the online training course on active offer of health services in French.All staff members will complete the 3 module or one of the complementary module of the online training course on active offer of health services in French.Online training on the active offer of health services in French will be mandatory for all new employees to complete within the first year of employment.
3) Identify staff members able to provide services in French	Increase identification of employees with French language proficiency	% of staff members with French language proficiency	<ul style="list-style-type: none">All staff members will complete a self-assessment of their oral and written French language proficiency.A registry of staff members with oral and written French language proficiency will be created and updated frequently. The registry will be available to all those concerned.All staff members with French language proficiency will wear identification that indicates their language proficiency to clients in their work area at all times (e.g. "Je parle français" and/or "J'apprends le français").All staff who speak French will have a bilingual electronic signature and telephone voicemail message.
4) Identify francophone clients	Increase identification of clients whose mother tongue is French	% of clients whose mother tongue is French	<ul style="list-style-type: none">All staff members will greet clients in both official languages (e.g. "Bonjour!").
	Increase the identification of clients for whom the language in which they are most comfortable receiving their healthcare service is French	% of clients who are most comfortable receiving their services in French	<ul style="list-style-type: none">The mother tongue and the language in which the client is most comfortable receiving health services will be asked at the first contact and the information received will be added to the client's file.Staff members will be aware of the language in which the client is most comfortable receiving their service before beginning treatment.
5 a) Match francophone clients with staff members able to provide services in French	Increase Francophone population served in French	% of Francophone clients	<ul style="list-style-type: none">Francophone clients will be matched with appropriate staff members who have advanced minus level or higher oral language proficiency in French.An adequate number of staff members with sufficient linguistic proficiency in French (advanced-minus level or higher) will always be available on each shift to serve Francophone clients.
5 b) Refer francophone clients to another provider offering same services of equal quality in French	Increase Francophone population served in French	% of Francophones referred externally for service in French	<ul style="list-style-type: none">A formal referral agreements will be developed with other health service providers who offer same services in French.A formal process that ensures a similar quality of service and waiting time will be developed in the referral agreements developed with other health service providers who offer the same services in French.
6) Measure results	Produce high-quality data on the Francophone population	All the indicators linked to each of the winning strategies implemented	<ul style="list-style-type: none">The data produced from the winning strategies implemented will be presented annually to the organization's governing body.The data produced by the winning strategies implemented will be shared annually with the governance of our Ontario Health Team(s).
		% of services available in French	<ul style="list-style-type: none">The number of programs and services available in French will be shared annually to the Ontario Health Team(s) where we have signed on as a partner.
		% of clients satisfied with services received in French through a client satisfaction survey	<ul style="list-style-type: none">Questions on satisfaction with services received in French will be added to the customer satisfaction survey.

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Implement your plan's objectives



- Pragmatic tools for every winning strategy;
- A community of practice (under development);
- Personalised support from a member of the Réseau des services de santé en français de l'Est de l'Ontario (RSSFE).

[Visit www.rssfe.on.ca](http://www.rssfe.on.ca)

Your support team



Carly Haydt

Project Manager
&
Project coordinator for
the Kids Come First
Health team



(à venir)

Project coordinator for all
Ontario Health teams
involved



**Marie-Lou
Meawasige**

Project coordinator for
the Archipel Ontario
Health team



Michelle Goulet

Coordinator of support for
service providers in
implementing winning
strategies

Your support team (cont'd)



Carly Haydt

Project Manager
&
Project coordinator for
the Kids Come First
Health team

Carly is the Project Manager for Kids Come First and supports The Winning Strategies working group by assisting with the coordination of various tasks, including scheduling, communication, reporting and collaboration.

You can reach her via email at chaydt@cheo.on.ca.

Your support team (cont'd)



**Marie-Lou
Meawasige**

Project coordinator for
the Archipel Ontario
Health team

- As the Population Health Manager at Archipel Ontario Health Team (OHT), Marie-Lou Meawasige (she/her/elle) works cohesively with the team to plan the implementation of the Winning Strategies Protocol.
- Serving as the primary point of contact for her OHT, Marie-Lou brings her expertise by offering guidance to the support and planning team, ensuring a cohesive and efficient approach by and for OHTs.
- Moreover, she will collaborate closely with the coordinator (once hired), ensuring robust communication channels are established both within and across all OHTs, facilitating the seamless exchange of information vital to the successful implementation of their plans and strategies.

Email: marieloumeawasige@eso-archipel.ca

Your support team (cont'd)



Michelle Goulet

Coordinator of support for
service providers in
implementing winning
strategies

Michelle is a planning officer for the Réseau des services de santé en français de l'Est de l'Ontario (RSSFE) and the project's service provider support coordinator. She is one of the investigators of the Winning Strategies project and specialises in supporting health service provider partners. You can contact her if you have any questions about:

- winning strategies and their implementation ;
- training on active offer
- French-language health services
- training for champions
- work plan development
- French-language health services;
- the *French Language Services Act*.

E-mail: mgoulet@rssfe.on.ca

Questions period



Do you have any questions?

If you have any questions about the project, please do not hesitate to contact
winningstrategies@kidscomefist.ca

Closing poll

