

2022-2023 Edition



Annual Réseau



Renewed connections,
stronger partnerships: catalysts
for the advancement of French
language health services

Table of Contents

3

Réseau Territory

3

Réseau Mission

4

Editorial by Saint-Phard Désir and Jacinthe Desaulniers, Leaders of the *Réseau*

6

A customized strategy to support Ontario Health Teams with French language health services planning

9

Capacity analysis of French language services in long-term care updated and adopted by Ontario Health East

11

The *Réseau* launches an interactive tool to facilitate access to virtual mental health and addictions services in French

13

Capacity analysis of French language mental health and addictions services updated and adopted by Ontario Health East

14

Development of Ontario’s Francophone communities: Immigration and strengthening human resources in the health sector

16

Major advances in designation!

18

Collecting data on Francophones’ experience with the health system

23

Building stronger links with communities

25

Informing, raising awareness and engaging our communities

27

National and provincial partnerships

28

The *Réseau* strengthens its governance by developing a rigorous performance measurement framework

29

AFO presents a position paper on health care

29

Fabien Hébert elected President of the *Assemblée de la francophonie de l’Ontario*

30

2022-2023 Financial Statements

31

Subscribers and Membership Statistics

33

Acknowledgements

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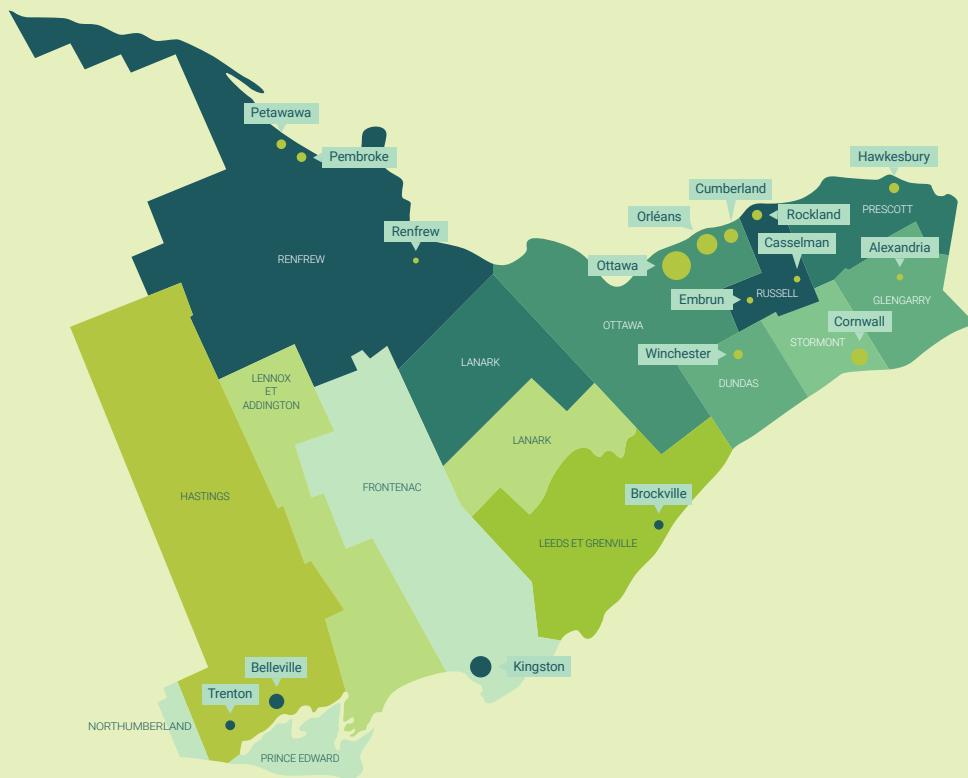
Jeannine Proulx, Chief of Community Engagement

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Réseau Territory

The Réseau has **1,067 individual members** throughout its territory.



Réseau Mission

Our Vision

The *Réseau* plays a leadership role so that Francophones may live healthy lives in French!

Our Mission

The *Réseau* is a Francophone organization that engages the Francophone community in all its diversity and the healthcare system to improve access to a continuum of quality healthcare services actively offered in French.

Our Values

- Collaboration
- Excellence
- Diversity
- Respect
- Perseverance

French Language
Health Services Network
of Eastern Ontario
Living Healthy Lives in French



Editorial by Saint-Phard Désir and Jacinthe Desaulniers, Leaders of the Réseau



In 2022-2023, the health measures associated with COVID 19 were gradually lifted but the effects, and especially the learnings, of the pandemic will stay with us forever. We must learn from these lessons to ensure we have not gone through this ordeal for naught.

We would like to begin by once again thanking all health care workers for their past and continuing dedication to helping us live healthy lives. In particular, we wish to applaud those who speak French and work with our Francophone communities.



With the lifting of health measures, Franco-Ontarians were able to reconnect, resume their daily work and activities in person, celebrate special occasions with family and friends, in short, to reconnect with our environment and our nearest and dearest. The Réseau was no exception to this move toward reconnection. In addition to the innovations needed to keep us connected during the pandemic, we were able to renew and strengthen our traditional in-person links this year.

In 2022-2023, our theme, “Renewed Connections, Stronger Partnerships: Catalysts for the advancement of French language health services”, took on its full significance. Regarding the health system, we strengthened our collaboration with Ontario Health East, developed customized strategies to support the new Ontario Health Teams (OHTs) in our catchment area and continued to help health service providers with the active offer of French language services, including through designation. At the Francophone community level, we significantly ramped up our communications and interactions and created a two-way relationship, especially through *Le Réseau à l’écoute*, the question of the month and our workshop on the healthcare system.

And what about our national and provincial partners? The Réseau played an active part in the development of *Convergence 2028*, *Société Santé en français*’s new programming for 2023-2028. We are also continuing our work as the resource network for the national data strategy. At the provincial level, the Réseau is continuing its collaboration with the *Regroupement provincial pour la planification des services de santé en français de l’Ontario*. As health planning is now done at the provincial level through the Ministry of Health and Ontario Health, we need to speak with a common voice on the needs and solutions unique to Francophones. We also strengthened our relationship with the *Assemblée de la francophonie*, which has made health a priority – for the first time in its history.

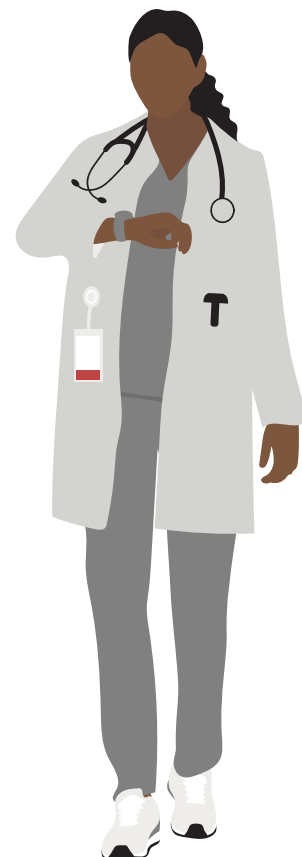
The Board of Directors focused on the implementation of our 2026 strategic planning and development of its performance measurement framework as well as engagement with the Réseau’s membership.



In closing, we would like to thank the members of the Réseau’s Board of Directors and team for their dedication to the Réseau’s mission! Your unflagging commitment to supporting and advising our partners in the health system, building stronger links with the community and fostering collaboration is a real driving force for improving French language health services. 🏥

A customized strategy to support Ontario Health Teams with French language health services planning

The Réseau expands its activities and partnerships and develops sustainable strategies to improve access to French language health services.



As a French language health planning entity, the *Réseau* continued to play an advisory role with Ontario Health, the Ministry of Health, the Ministry of Long-Term Care, Ontario Health Teams and health service providers. We developed a flexible, customized strategy to help Ontario Health Teams (OHTs) carry out their missions. We take a different approach with each OHT, depending on their structure, priorities, demands and needs. We adapt our collaboration to the specific needs of each OHT while applying a Francophone lens to our recommendations. At this time, we are working with eight of the nine OHTs in our catchment area, one of which is not in a designated area.

In the past year, the *Réseau*'s strategy has relied on three main activities:

1. **Infographics and presentations to Ontario Health Teams:** The *Réseau* created infographics based on capacity analyses to help OHTs plan and improve their French language services. OHTs were offered presentations on the infographics and support in interpreting the data to help them implement a plan to address the gaps.
2. **Training on French language services for Ontario Health Team governing bodies:** In collaboration with two OHTs, the *Réseau* has prepared training on French language services designed specifically for OHT governing bodies. The training is accompanied by an infographic on winning strategies for providing quality French language services. Training sessions will be held in the spring.
3. **Support tools for Ontario Health Teams and providers:** The *Réseau* has developed support tools to help health service providers as well as OHTs develop their offer of French language services.

By adopting a flexible and customized strategy, the *Réseau* is committed to work in close collaboration with Ontario Health Teams to identify and fill gaps in health care for the Franco-phone population.

Ontario Health Team infographics

Over the past year, the infographics produced for long-term care, community support services and mental health and addictions sectors were made available to OHTs. The *Réseau*'s team then offered presentations to OHTs with the objective of initiating discussions on the data reported. The project included a plan for communicating and distributing the information to the Francophone communities of the Champlain and South East regions and to our members via the *Réseau*'s web site, weekly newsletter (*Réseau Express*) and social media.

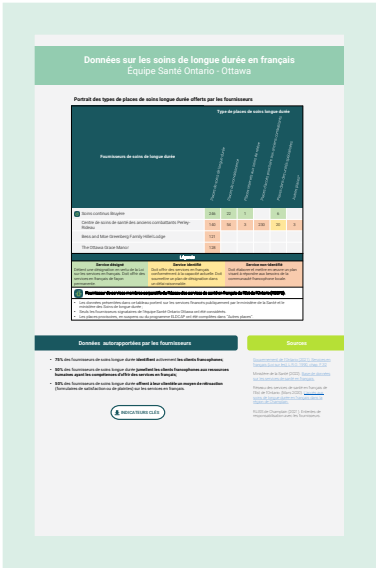
Next steps include updating and adding newly available services during the *Réseau*'s biannual review and continuing to work with OHTs to identify needs and plan strategies to meet those needs.

In addition, with the collaboration of the Ministry of Health, the *Réseau* is attempting to pinpoint mental health and addictions services that are not funded by Ontario Health. This will enable us to produce a more comprehensive mental health sector infographic of available services, especially children and youth services. This was one of the recommendations in our initial capacity report on mental health services.

By producing these infographics, which present data in a clear and accessible way, the Réseau is once again attempting to open discussions on Francophones' health care needs and making optimal use of evidence-based data.

Overview of French Language Health Services by Ontario Health Team

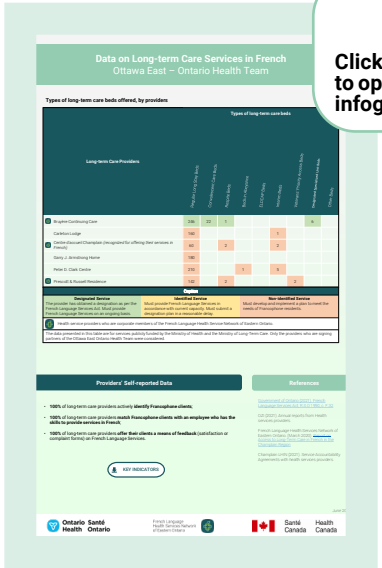
Ottawa – Ontario Health Team



Ottawa Valley – Ontario Health Team

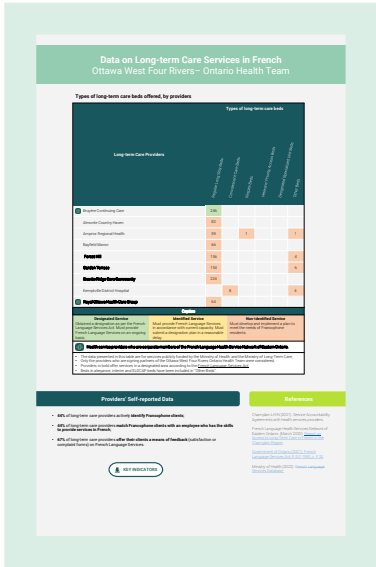


Ottawa East – Ontario Health Team

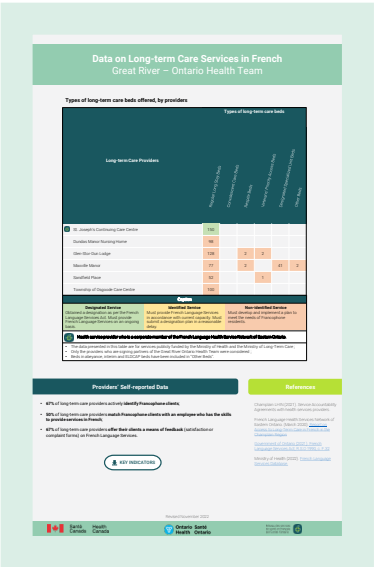


Click to open the infographics

Ottawa West Four Rivers – Ontario Health Team



Great River – Ontario Health Team



Frontenac, Lennox & Addington – Ontario Health Team



Improving Access to French Language Health Services



Capacity analysis of French language services in long-term care updated and adopted by Ontario Health East

The aging population and its growing health care needs make long-term care a core concern for the Réseau. As a French language health planning entity, the Réseau continues to play an advisory role with local health authorities, the Ministry of Health, the Ministry of Long-Term Care, Ontario Health Teams and health service providers.

In the Champlain and South East regions, the Francophone community faces two challenges: the scarcity of long-term care services in French in their region and the lack of information on long-term care centres offering services in French.

In 2020, the Réseau conducted an initial capacity analysis and made recommendations to the Champlain LHIN. This document painted a picture of regional French language service capacity in long-term care.

One of the major findings of the analysis was a shortage of over 400 beds where the region’s Francophones could receive care in French



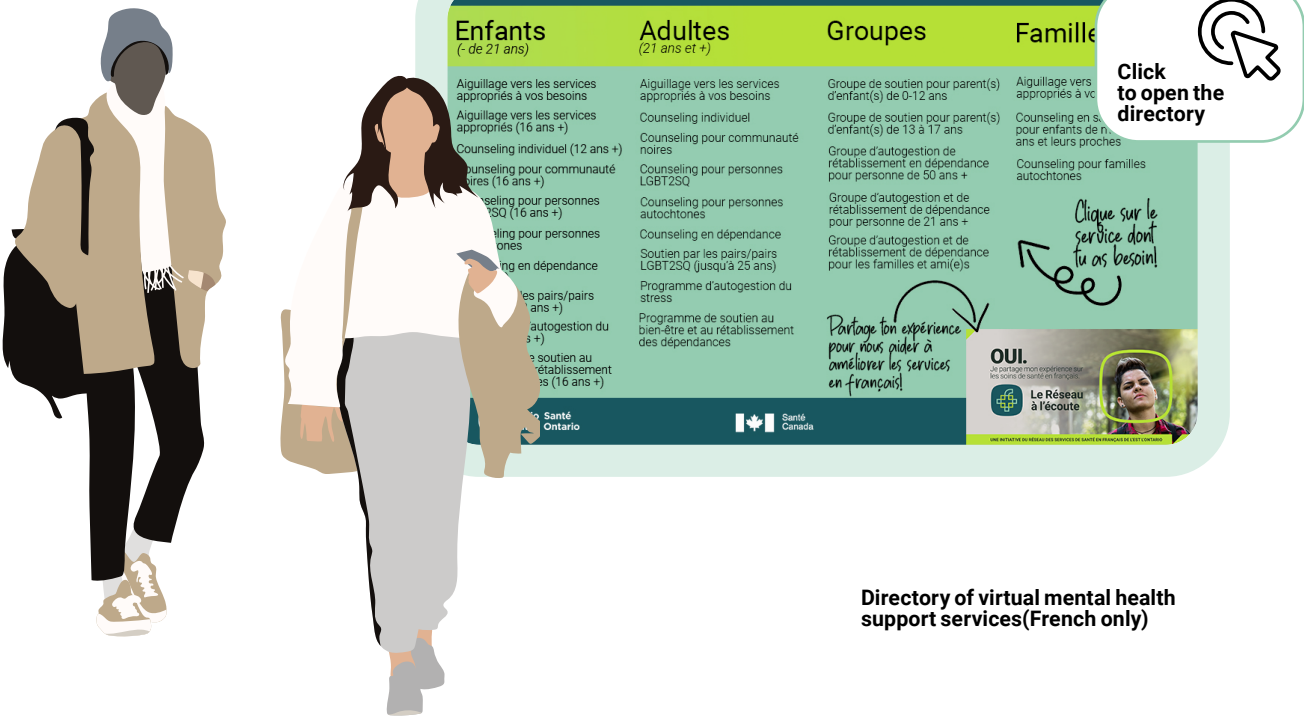
This document painted a picture of regional French language service capacity in long-term care. Since then, the government has launched a transformation of the health system and made many announcements about adding beds, relocating centres and building new institutions.

The Réseau therefore reviewed the capacity analysis in light of the announcements and shared the update with Ontario Health East. At the end of this initiative, an action plan was developed with Ontario Health East to implement the Réseau’s recommendations. It is expected that additional agencies will be identified soon. The service gap could be filled if all the recommendations were implemented by Ontario Health East, including the accountability of agencies that were identified long ago.

The Réseau is also collaborating with Champlain Home and Community Care to clarify the distinction between the Francophone character of institutions and designation under the French Language Services Act. Through this collaboration, we are attempting to optimize these two levers for the community and prioritize access to Francophone beds for Francophones. At the provincial level, we are members of the French language services committee that developed a policy on implementing active offer obligations in home care and helps the 14 regional committees implement these obligations.

Finally, in collaboration with the province’s five health planning entities and the *Fédération des aînés et des retraités de l’Ontario (FARFO)*, a definition of Francophone bed was developed and submitted to the Ministry of Long-Term Care in response to an important recommendation coming out of the post-COVID investigations into long-term care. Negotiations on the adoption of this definition are ongoing, the adoption of this definition would give Francophone residents a priority access to Francophone beds. 🏠

Improving Access to French Language Health Services



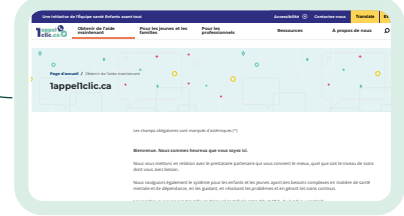
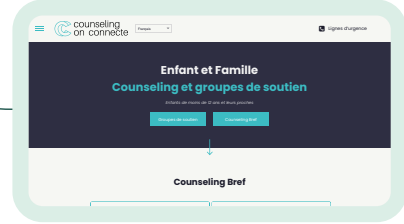
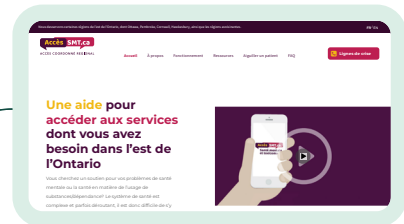
The Réseau launches an interactive tool to facilitate access to virtual mental health and addictions services in French

The pandemic has had a profound impact on the health system, forcing service providers to adapt quickly and develop virtual solutions to meet population needs. More than ever, access to mental health and addictions services is critical for the Francophone community of the Champlain and South East regions. Given this new reality, a number of virtual services were developed, so we decided to catalogue these services to inform Francophones in the Champlain and South East regions of the options available in French

To meet this need, the French Language Health Services of Eastern Ontario team developed an interactive tool, in the form of a poster, that lists and facilitates access to virtual services in French. This tool allows Champlain and South East region residents of all ages to consult a list of virtual services in French, that can be accessed without a referral by a professional. The tool also includes direct links to these services’ web pages to make an appointment. The poster thus facilitates access to a wide range of mental health and addictions services that are available virtually.



Directory of virtual mental health support services(French only)



In addition to making the document available to the population of the Champlain and South East regions through its web site, weekly newsletter (Réseau Express) and social media, the Réseau shared it with various actors, including mental health and addictions (MHA) service providers in the Champlain and South East regions, Ontario Health Teams (OHTs), MHA groups and some community organizations such as the *Association des communautés francophones de l'Ontario (ACFO)*.

As for the next steps, the Réseau plans to keep the information up to date by reviewing the poster on a biannual basis and adding newly available services during these reviews. This process will keep the information relevant and current for the Francophone population of the Champlain and South East regions, thus helping to improve their quality of life and wellbeing.

Improving Access to French Language Health Services

Capacity analysis of French language mental health and addictions services updated and adopted by Ontario Health East



The French-speaking regions of Ontario have long suffered from a lack of access to mental health and addictions services in French. In 2021, the Réseau conducted a capacity analysis of mental health and addictions services and shared it with the Champlain LHIN. With the reorganization of the health system, it became necessary to update this report and submit it to our new partner.

The Réseau updated the report and included the South East region, which is now part of Ontario Health East. The recommendations included the identification of additional services in the Champlain region. We also deemed it essential to include a recommendation on virtual mental health and addictions services to ensure the Francophone lens was applied during service planning. We also noted that virtual services should not completely replace in-person mental health and addictions services. In-person services in French must remain an option for this particularly vulnerable population.

Following this review, an action plan was developed in collaboration with Ontario Health in response to the Réseau's recommendations. Implementation of the recommendations by Ontario Health East will solidify access to mental health and addictions services for the region's Francophones, especially in the West where very few services are available in French. To achieve this result, it is essential that the providers involved be held more accountable.

Development of Ontario’s Francophone communities: Immigration and strengthening human resources in the health sector



**The Réseau, front and centre in innovative initiatives
and productive partnerships to support Francophone
immigration and strengthen human resources in
Ontario’s health sector**

Francophone immigration: Issues and actions for successful integration in Eastern Ontario.

For over a century, immigration has been a lever used to support Canada’s demographic and economic development and cultural diversity. As a French language health services network, we have a double responsibility. On the one hand, it is imperative that the Réseau consider the diversity of our Francophone communities and integrate their health care and access needs into planning. We must further ensure that this new population is able to navigate the Ontario health system by providing the appropriate tools.

The Réseau has developed an internal framework for working in the area of Francophone immigration and has focused on five courses of action. Provincially, the Réseau’s collaboration with the French Health Network of Central Southwestern Ontario and the Réseau du mieux-être francophone du Nord de l’Ontario has given rise to a project involving “collaboration among Ontario’s health

networks, Ontario’s Francophone Immigration Networks and other partners in the Francophone settlement sector to improve the tools used by the health sector to identify newcomers’ emerging health care needs”. The objective of this project is to enrich resources and training in the health sector to meet the growing needs of newcomers.

The aim of this initiative is to create and strengthen links between the health and settlement sectors by studying the health care needs of newcomers to Ontario. On-line resources will also be developed to allow settlement professionals to share and promote to their Francophone partners up-to-date strategies, tools and trainings. This initiative is designed to improve access to French language health services for newcomers by making navigation easier and updating resources in collaboration with partners in the settlement and health sectors.

In addition, the Réseau is involved in three local RSIFEO Francophone immigrant committees (CLIF), which operate in Greater Kingston, Greater Ottawa and the regions of Cornwall-Stormont, Dundas, Glengarry and Prescott-Russell. The objective of these committees is to increase the number of Francophone immigrants who successfully integrate into Eastern Ontario.

Thanks to its close collaboration with various partners and organizations, the Réseau is setting up initiatives to meet the health care needs of newcomers, facilitate their integration and provide opportunities for internationally educated health professionals.

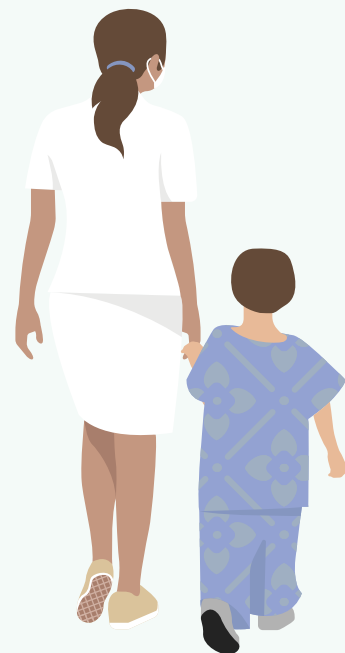
Recruitment and retention of French-speaking staff in the health sector

In the last few months, the Réseau launched a broad initiative to hire Francophone and bilingual clinical health human resources in Kingston. This initiative is being implemented in partnership with several local actors including designated, partially designated and identified health care agencies, educational institutions, social service agencies, Francophone cultural organizations, and the City of Kingston.

The initiative has three main interdependent objectives:

- Understand current and future clinical human resource needs;
- Consolidate recruitment and retention efforts in a single point of contact model; and
- Identify existing training and education opportunities in French for health professionals.

The project was developed in the last quarter of 2022-2023 and should ramp up in the coming months.



Major advances in designation!

The Réseau is strengthening its commitment to the development and maintenance of the active and permanent offer of French language services through its customized support for agency designation and promotion of available services

The Réseau continues to support the implementation and maintenance of the active offer of French language health services in Ontario's Champlain and South East regions. The active offer of French language health services is impossible without a serious commitment on the part of service providers.

To this end, the Réseau is helping 58 health and long-term care agencies through their designation process under the French Language Services Act, by providing free expert advice to support their compliance and development. The Réseau is working to make it easier to prepare and submit designation plans through its customized support services and IT tools.

Once an agency has been officially designated, the Réseau continues to provide support by implementing a communication campaign with the goal of improving Francophone residents' understanding of designation and informing them of the health services available in French in their region. The communication tools produced by the Réseau are made available to designated providers so they can share this information with their clients.

At the Réseau, this past year saw the designation of new programs in four health care agencies across the Réseau's catchment area.

Designation of the Foyer St. Jacques Nursing Home

The Foyer St. Jacques Nursing Home is a long-term care home located in Embrun, a rural community East of Ottawa with a large Francophone population. The designation of this nursing home is the result of collaboration between the Réseau and Foyer St-Jacques Nursing Home administrators, who worked tirelessly to meet the designation requirements for a long-term care centre.

Until recently, Francophone residents in Embrun had no designated long-term care centre, that is, a centre that guarantees the provision of all health services in French, in their community. This major achievement meets the expectations of seniors wishing to stay in their community.

Designation of the Children's Hospital of Eastern Ontario (CHEO)

Partially designated since 1993, CHEO successfully expanded this designation to a full designation of its services funded by Ontario Health. This objective was achieved thanks to the efforts of hospital staff and support from the Réseau team.

This designation is of crucial importance for vulnerable children. It means that French language services at the highest quality standards will be provided to the Francophone community on an ongoing basis.

Designation of Counselling and Family Service Ottawa


An important new advance in French language health services in the mental health sector in Ottawa was the designation of the program for Francophone women survivors of sexual abuse offered by Counselling and Family Service Ottawa (CFSO). This program is available only in French at CFSO and is offered in Ottawa. By obtaining this official recognition, CFSO confirmed its commitment to helping women survivors of sexual abuse with their healing process.

The designation of this program at Counselling and Family Service Ottawa (CFSO) guarantees that the program for women survivors of sexual abuse will be available in French.

Designation of Renfrew Victoria Hospital (RVH)

After becoming the first health care agency to be designated in Renfrew County, Renfrew Victoria Hospital (RVH) has extended its designation for services offered to Francophones in the county.

In addition to the Hemodialysis and Nephrology programs and the Addictions Treatment Services designated previously, collaboration between the Réseau and RVH resulted in the designation of a third program, the Regional Assault Care Program.

This designation represents progress for Francophones who are a significant minority in Renfrew County. This new service, meant for people in crisis, fills a gap in French language services for a very vulnerable population by offering them service in their mother tongue. 

The Réseau in the Community



Collecting data on Francophones' experience with the health system

The Réseau builds sustainable links with Francophone communities by encouraging dialogue, collaboration and mobilization.

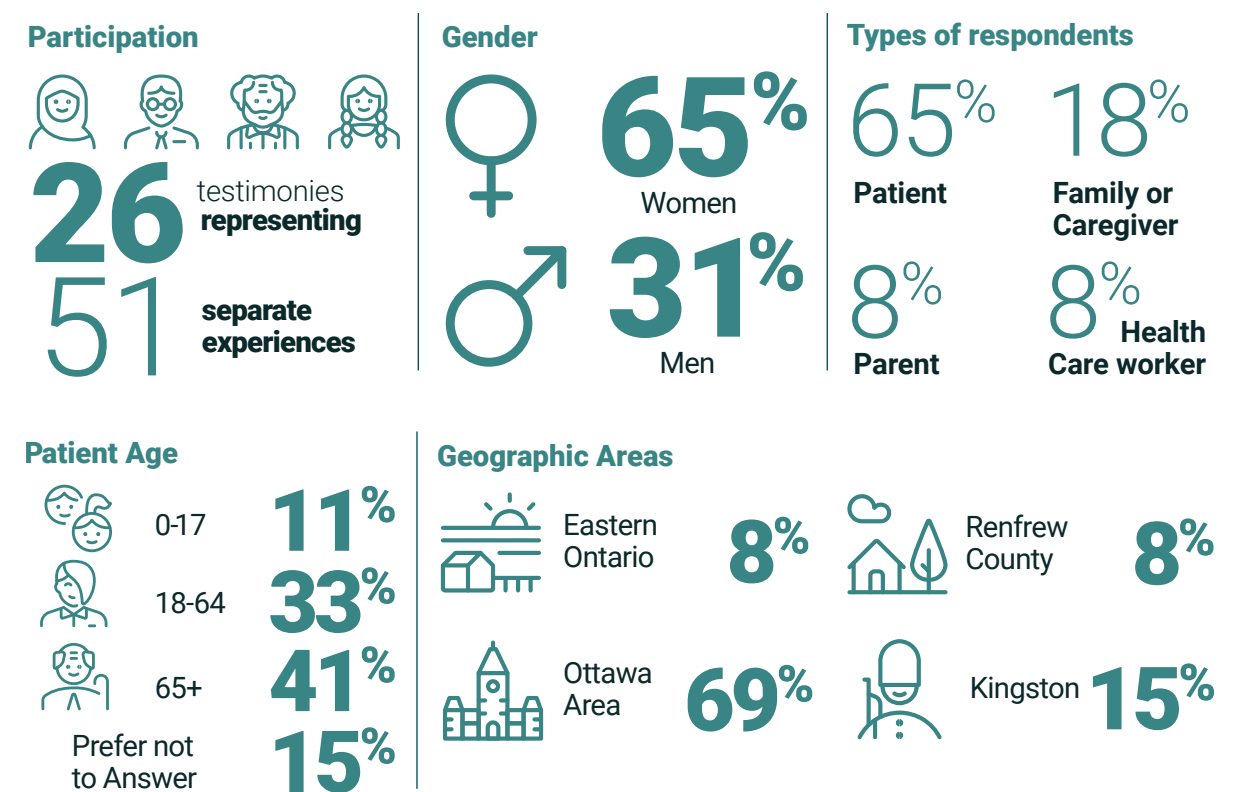
The mission of the Réseau is to advise the health care system at the earliest stages and provide it with guidance in French language health services planning along the entire continuum. To provide decision-makers and service providers with expert advice that meets community needs, the Réseau relies on its expertise, evidence-based data and the community's perspective. These three essential elements allow us to build a complete picture of French language health services availability and better equip the health system to conceptualize French language services.

In February 2022, the Réseau launched a new initiative, *Le Réseau à l'écoute* with the objective of continuously collecting qualitative data on Francophones' lived experience and integrating this information into the advice the Réseau provides to health system actors. This allows us to enhance our contribution to service planning adapted to the reality of Francophone communities.

The data collection method adopted by *Le Réseau à l'écoute* relies primarily on the testimonies of Francophones who have used health care services. Participants can share their experiences via an on-line form or by telephone. In addition, a semi-directed interview is conducted to collect more in-depth information. The testimonies are then collated in a dedicated database.

Since its inception, *Le Réseau à l'écoute* has been accompanied by a multi-channel communication strategy to make the initiative known to the Francophone community of Eastern and South Eastern Ontario. A promotional video was produced and posted on line on our website to present the initiative and encourage participation. In addition, a special section in our weekly newsletter, *Réseau Express*, shares Francophones' testimonies anonymously and invites the community to take an active part. Supports such as posters and bookmarks were also created to raise awareness and encourage involvement.

Figure 1: Respondent Profiles



The experiences reported covered a variety of health care sectors, however none were received regarding long-term care or addictions services. Respondents mentioned 20 different service providers, including eight hospitals. We found that in 14% of cases, services were sought from a fully designated provider and in 43% of cases from a partially designated provider. The others consulted providers with no French language services obligations.

Figure 2: Testimonies by type of care received

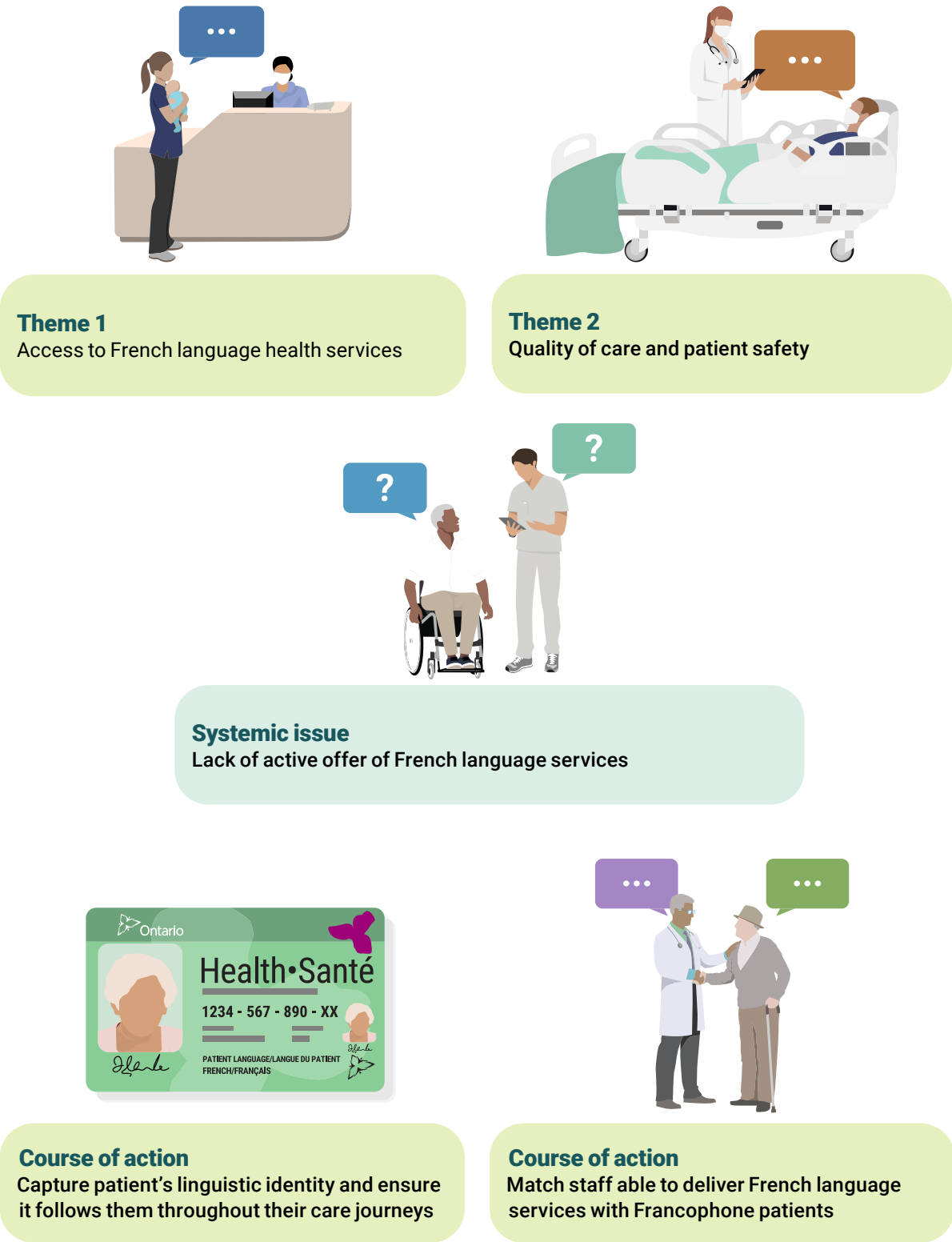


Principal findings:

- Regardless of respondents' level of English-language skills or the reason that led them to consult a healthcare professional, they wanted to receive their services in French.
- Even if their preferred language was identified at the first point of contact, clients did not feel that they were subsequently acknowledged as Francophones.
- French language services were left to chance.
- According to the testimonies, medical staff count on Francophone clients' resourcefulness and bilingualism when delivering care.
- This adds to the stress and anxiety caused by the health condition and contributes to the client's sense of inadequacy.
- When a person is vulnerable, it is not the time to demand French language services.
- When Francophone clients receive services in English, it has a negative impact on quality of care: understanding of the diagnosis, treatment and care plan, lack of informed consent and lower satisfaction.

Le Réseau à l'écoute has enabled us to identify two main themes regarding health services for Francophones. The first concerns access to French language health services as 72% of participants were unable to obtain an active offer of services in their language from the care provider they visited. The second highlights the erosion of quality of care and patient safety due to the lack of alignment between the patient's language and that of the medical staff. French language services seem to be offered more by accident than through planning, with only 32% of Francophone patients being matched with French-speaking health care workers in designated agencies.

Figure 3: Themes and systemic issue raised





The Réseau in the Community

“I did not sense any compassion for the Francophone patient who ends up in an Anglophone environment. It’s the patient who has to adapt, not the reverse.” R008

“As a patient, I had to actively demand service in French repeatedly even though my preferred language is recorded in my file.” R009

“This was not the time to demand FLS. You never know how staff will react if you ask for it. You need care and I don’t want to make trouble for anyone because I want someone to look after me.” R015

Building stronger links with communities

Collaborating with partners and engaging the Francophone community continue to be priorities for the Réseau. However, the pandemic forced us to innovate to maintain close links with Francophones and identify priorities on the ground.

Although the Réseau’s approach to community engagement was adjusted during the pandemic, when it was generally limited to virtual communications and activities, over the last year we have been able to be present and closer to the community.

Engagement activities thus focused as much on informing and engaging Francophones as creating opportunities for dialogue and collaboration with partners.

Analysis of these Francophone patient experiences leads us to raise the active offer of French language services as a systemic issue. The active offer of FLS usually involves capturing the patient’s linguistic identity so that it will follow them throughout their care journey and aligning services based on the patient’s language to ensure quality and safety of care. Identification of inadequate active offer practices will enable the Réseau to focus on actions that promote the improvement of access to quality French language health services.

The data collected by *Le Réseau à l’écoute* are essential and have already been used in public presentations, newsletters and meetings with health care providers. They provide insight into the lived experience of Francophone patients and highlight the challenges they encounter in the health system; Statistics alone cannot represent human experience. In addition, respondents were happy to share their experiences in a safe environment and contribute to the development of health care adapted to community needs.

The future prospects for *Le Réseau à l’écoute* are promising. The collection of Francophones’ experiences with the health system will continue and we will go on innovating to better understand community needs.

To Learn more About Le Réseau à l’écoute

- [Community Report 2022-2023](#) (French only)
- [Journey of a testimony](#) (French only)
- [Good services deserve a compliment](#) (French only)
- [Presentation of le Réseau à l’écoute](#) (French only)
- [FAQ](#) (French only)

Question of the Month


In February 2023, the Réseau launched the “Question of the Month”. The purpose of the question is to boost active participation from our members by soliciting their interest and views on health-related themes, to enrich our discussions and actions. It is also a way for the Réseau to share practical and useful information with Francophones to help them take control of their health and lead access to French language health services more easily. This helps create a space for dialogue and reflection between the Réseau and its communities on relevant health questions. It is also an ideal tool for informing, raising awareness, and disseminating complex information about the Ontario health system to our community. Every question is posted on our website, social media and weekly newsletter for the entire month. The results are published on the same platforms on the last Friday of the month.

To Learn More About:

- [La question du mois](#)

Public presentations

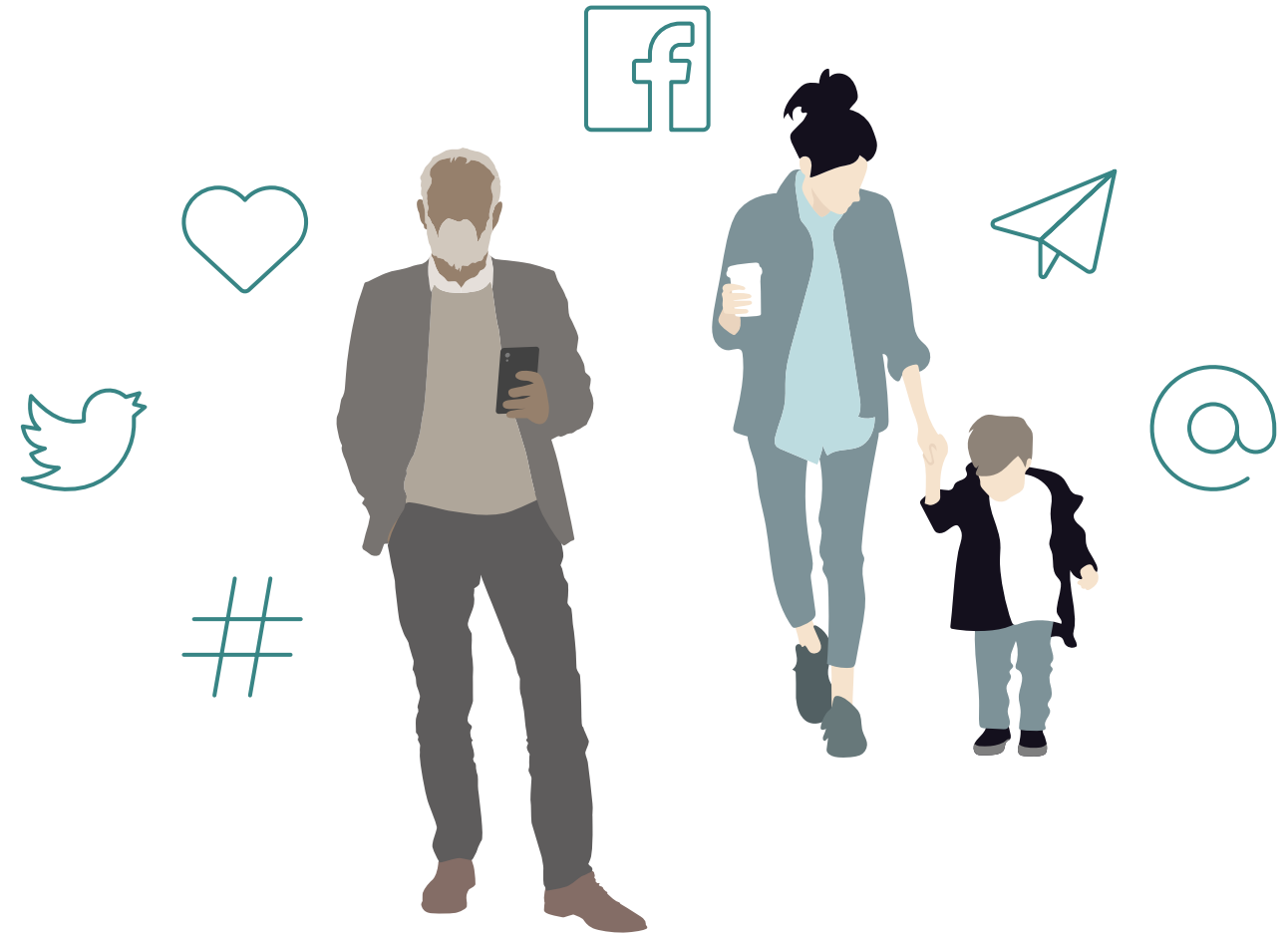
The Réseau is redoubling its efforts to strengthen its engagement with its community partners. This year saw us actively participate in many meetings of community committees, intersectoral collaboration tables and *Assemblée de la francophonie de l'Ontario (AFO)* discussion tables. Thanks to these actions, we have built solid relationships with the communities of Eastern and South Eastern Ontario and mobilized different partners to continuously improve French language health services.

Over the year, the Réseau has built stronger ties with its partners and its communities by launching a workshop on the Ontario health system. Intended for Francophones wanting to deepen their understanding of the components of the Ontario health system, this workshop is also an excellent opportunity to learn how to access health services and understand the role of French language services. To date, several presentations of the workshop, entitled [Introduction au système de santé ontarien](#) (French only), have been organized in collaboration with different community partners. 

To Learn More:

- [Remplacer par Introduction to the Ontario healthcare system workshop](#) (French only)
- [Information sheets](#) (French Only)

The Réseau in the Community



Informing, raising awareness and engaging our communities

Over the year, the Réseau employed a variety of communication strategies to build stronger relations with the Francophone community and its various partners. Multiple communication channels were used to transmit information to the community. Our weekly newsletter *Le Réseau Express* and our social media were important tools for sharing with the Francophones of our region, news about the Réseau, the Ontario health system, issues affecting Francophones, and community activities.

Through its communications, the Réseau began to develop direct relationships with patients/clients using the health system and French language services within its catchment area. We focused on the stories of community members dealing with the health care system. This approach has enabled us to raise community awareness of the importance of health care services in French while stakeholders were encouraged to play their role in improving service provision.

The Réseau has also been very present in the media, reacting to announcements about the Ontario health system. In addition, we have been engaged on the ground by participating actively in different local, regional and provincial initiatives. This includes our attendance at fairs, studies, consultations, annual general meetings and other activities organized by health system actors, training institutions or Francophone community organizations.

In short, the year was marked by the development of communication strategies enabling the Réseau to build stronger relations with the Francophone community over the medium and long term, better understand French language health services needs and ensure its full participation in the health system. 

Member newsletters

- 10 issues
- Le Réseau express*
- 49 issues
- 1239 subscribers

Facebook

- 130 posts
- 643 subscribers

Twitter

- 74 Tweets
- 627 subscribers

The Réseau in the Media

Interviews with our CEO:

- [« Tous les services du CHEO désormais disponibles en français »](#). (French only)
- [« Nommé à la tête de l'Hôpital Montfort, Dominic Giroux mentionne « un privilège »](#). (French only)
- [« L'Ontario présente comment elle mettrait en place l'offre active des services en français »](#). (French only)
- [« Loi 7, une menace pour les aînés francophones »](#) (French only)
- [Le projet de Loi 7 soulève de vives inquiétudes parmi les francophones](#). (French only)
- [Quand on est malade, on n'est pas bilingue](#) (French only)
- [Le Réseau à l'écoute : qu'est ce que c'est ?](#) (French only)
- [L'importance des services de santé en français et de l'appui de l'offre active des services de santé en français](#) (French only)

Building Stronger Governance and Partnerships

National and provincial partnerships


Réseau involvement in the national data strategy and its close collaboration with provincial authorities.

At the national level, 2022-2023 was a critical year for *Société Santé en français* as it coincided with the end of the 2018-2023 Action Plan for Official Languages. The end of a cycle necessarily entails five-year evaluations and preparations for a new cycle. The Réseau played an active part in the development of Convergence 2028, *Société santé en français's* new programming for 2023-2028, which will guide the movement for the next five years.

The Réseau has prioritized the continuation of its work as the resource network for the national data strategy and supports several provinces and territories, specifically the Northwest Territories, Manitoba, Saskatchewan and Prince Edward Island. The national data strategy and OZi were the subject of an evaluation commissioned by Health Canada. The study, entitled "Documenter et valoriser la contribution d'OZi à la Stratégie de données nationale de la Société Santé en Français", confirmed the importance of managing data as a strategic asset and made the following recommendations:

"It would be wise, practical and critically important, given its history and impressive track record as well as the recent demonstration of effective national support for data management by some SSF member networks, to continue to build on OZi's achievements and support its continued and permanent development."

"Over the next few years, OZi will be given responsibility for helping FAMCs, via the SSF and its member networks, manage the data to inform, guide and innovate in health systems' administrative decision-making to improve access to FLHS."

At the provincial level, the Réseau continued its collaboration with the *Regroupement provincial pour la planification des services de santé en français de l'Ontario*. As health planning is now done at the provincial level through the Ministry of Health and Ontario Health, we need to speak with a common voice on the needs and solutions unique to Francophones. We also strengthened our relationship with the *Assemblée de la francophonie*, as a member of their health committee and in the development of their position paper to the Ministries of Health, Long-Term Care and Francophone Affairs as well as their position paper to Ontario Health. 

The *Réseau* strengthens its governance by developing a rigorous performance measurement framework




In order to ensure effective governance and demonstrate the achievement of its strategic objectives, the *Réseau*'s Board of Directors put in place a rigorous performance measurement framework. This framework guides the organization in implementing its programs and strategies. It also guarantees that the *Réseau*'s actions are aligned with its strategic and operational objectives for 2021-2026.

By giving structure to our performance measurement organizational practices, the performance measurement framework also provides a framework for the collection, analysis and use of relevant data to support continuous improvement of outcomes. This approach has also strengthened our decision-making process and organizational performance through more effective documentation of our progress and measuring achievement of strategic objectives.

In addition, the logic model shows the links between the *Réseau*'s different programs, strategic directions and the desired outcomes of our strategic planning for 2021-2026. It highlights the primary activities, outputs and expected outcomes for this five-year period. The performance indicators measure achievement of these outcomes and ensure the organization is well governed.

The indicators include Francophones' rate of satisfaction with the quality of French language services received, the average rate of compliance with designation requirements for identified and designated health service providers (HSPs) as well as the number of partnerships established with different key actors.

By adopting rigorous governance and implementing a performance measurement framework, the *Réseau* is strengthening its commitment to improving the active offer of French language health services and empowering the Francophones of Eastern and South Eastern Ontario. 

News in Brief

AFO presents a position paper on health care

The *Assemblée de la francophonie* presented a position paper to the Ministry Health, the Ministry of Francophone Affairs and the Ministry of Long-Term Care. In the document, AFO highlighted the importance of integrating a Francophone lens into French language health services planning and once again stressed the key role played by the French language health planning entities.

Tom learn more

- [Health memorandum 2023](#) (French only)

News in Brief

Fabien Hébert elected President of the *Assemblée de la francophonie de l'Ontario*

On October 29, 2022, Mr. Fabien Hébert was elected President of AFO. A founding member of the *Réseau du mieux-être du Nord de l'Ontario*, former CEO of Smooth Rock Falls Hospital and a respiratory therapist by profession, Fabien Hébert is recognized as a leader in healthcare for Francophones. His experience and command of the French language health services file is a major asset for the Francophone community.

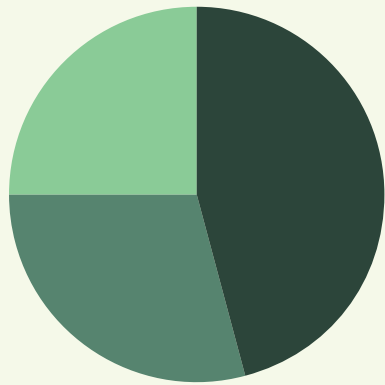


2022-2023 Financial Statements

Revenus

2 128 300 \$

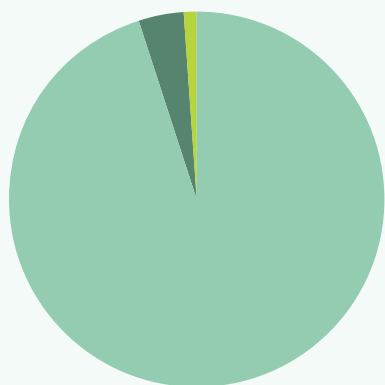
Santé Ontario	46%
Société Santé en français	25%
Services rendus et autres	29%



Dépenses

2 146 520 \$

Salaires et honoraires	95%
Engagement communautaire	1%
Fonctionnement	4%



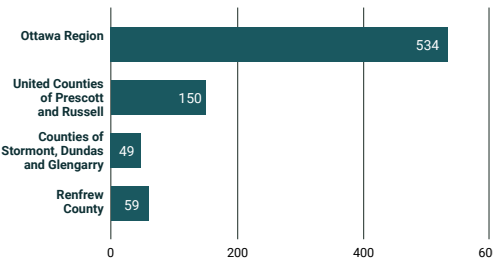
Subscribers and Membership Statistics

Individual Members

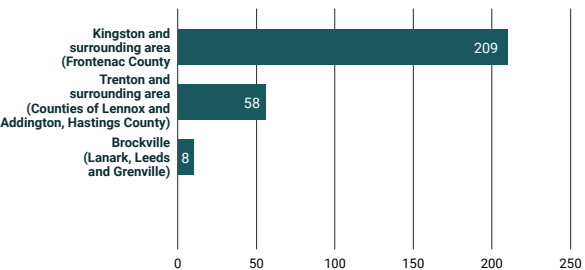
The Réseau has been working for over 20 years to engage Francophone communities to ensure their full participation in the health system by putting in place a mobilization model unique to them. The challenges and needs faced by the Francophone community are starting points for influencing the health system.

In 2022-2023, 5% more Francophones opted to get involved with the Réseau by becoming individual members. We currently have 1067 individual members from across our catchment area.

Distribution Eastern Ontario



Distribution South East Region



By becoming a member, you will be actively supporting the Réseau. As an individual member, you will have the opportunity to participate in various activities such as the South East Region Citizens' Committee, the Designation Committee, the Board of Directors, the Annual General Meeting and occasional consultations.

Who can become a member of the Réseau?

To become an individual member, you must be at least 18 years old, reside in the Champlain or South East regions and speak French.

Becoming a member is easy and free!

- [Fill in in the online form](#) or [download a printed version](#).
- All membership data will be treated according to our personal data policy; your information will not be sold or exchanged to other parties.
- Applications for individual membership will be processed by the Board of Directors at its regular meetings.
- We will contact you to confirm your application.

Corporate Members

The Réseau is a Francophone organization that engages the Francophone community in all its diversity and the healthcare system to improve access to a continuum of quality healthcare services actively offered in French. Our engagement with our community depends on the effective

involvement of health care agencies. Becoming a corporate member is a way of joining forces to better serve our community. The Réseau currently has 74 corporate members.

Who can become a corporate member of the Réseau?

To be eligible for corporate membership, an organization must:

- offer or plan to offer French language health services in Eastern or South Eastern Ontario and receive funds from a public source in Ontario.
- belong to one of the following categories:
 - hospitals
 - home and community care organizations, community support services, or other organizations offering health-related services
 - community addictions and mental health agencies
 - community health centres, public health centres and primary care organizations
 - long-term care organizations
 - post-secondary educational institutions that offer health care education

Becoming a member is easy and free!

- Submit your [completed application form](#) by email or by regular mail.
- All membership data will be treated according to our personal data policy; your information will not be sold or exchanged to other parties.
- Applications for corporate membership will be processed by the Board of Directors at its regular meetings.
- We will contact you to confirm your application.

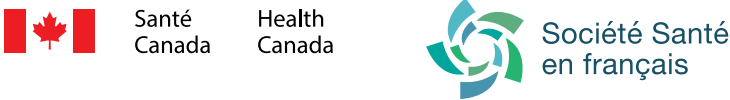
I want to get involved with the Réseau

[Become an individual member of the Réseau](#)

[Become a corporate member](#)

Acknowledgements

We would like to extend our warmest thanks to our funders for their support: Health Canada, Société Santé en français (SSF), the Ministry of Health, and Ontario Health. We look forward to continuing to work with you.

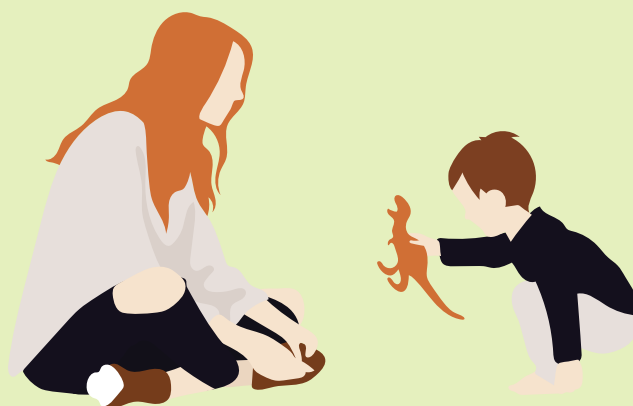


[Become a Member](#)

YES, French language health services are important to me.

Publication of this report was made possible thanks to a financial contribution from Health Canada and the Government of Ontario. Please note that the views expressed in this report are the Réseau’s and do not necessarily reflect those of Health Canada or the Government of Ontario.





French Language
Health Services Network
of Eastern Ontario

Living Healthy Lives in French

