

Provincial Forum

À notre santé...
en français!

November 1 and 2, 2018

Holiday Inn South
1330 Pembina Highway, Winnipeg, MB R3T 2B4

For health and social services stakeholders and professionals

Dare to Make A Difference!

THURSDAY , NOVEMBER 1

AGM

Registration required

4 pm

Registration

4:30 – 5:30

meeting

THURSDAY, NOVEMBER 1

RECEPTION

Registration required

5:30

Cocktails – Main Floor, Heritage III Ballroom, cash bar

6 pm to 9 pm

Reception with chef stations – Heritage III Ballroom

6:50 pm

Speeches from special guests

7 pm

Margaret-Teresa-McDonell Award presentation

7:30 pm

Reception continues

This award was created in honour of Margaret Teresa McDonell who was also known as Sister Ste. Therese, an early pioneer who, upon her arrival in St. Boniface in 1855, provided care to the francophone and Métis families in the fledgling Red River mission, which were the beginnings of the St. Boniface General Hospital.

The purpose of the award is to recognize the merits of a professional who demonstrates outstanding commitment in providing high quality French language health or social services on a daily basis.

FRIDAY, NOVEMBER 2

FORUM

Registration required

8:00 a.m.	<p>Reception – Main Floor, Heritage III Ballroom Breakfast courtesy of CNFS</p>	
8:30 a.m.	Word of Welcome – Francis Labossière, président – Heritage III Ballroom	
8:40 a.m.	Opening – Métis Elder, Dolorès Gosselin – Heritage III Ballroom	
9 a.m.	<p>Block A Workshops, 2nd Floor Caribou, Antelope, Deer, Elk, Gander Rooms</p>	
10 a.m.	Break	
10:15 a.m.	Stretching, Mindful Life with Bernice Parent	
10:30 a.m.	Round Table – <i>Transformation of the health care system</i> – Heritage III Ballroom	
11:45 a.m.	Presentation of the Ottawa Declaration – <i>For a healthy French-Canadian community</i>	
Noon	Lunch , Heritage III Ballroom	
1:15 p.m.	<p>Block B Workshops, 2nd Floor Caribou, Antelope, Deer, Elk, Gander Rooms</p>	
2:15 p.m.	Break – Snack	
2:45 p.m.	Closing conference – Pierre Battah: Leading change – How to effectively produce change and successfully reduce resistance.	
4:00 p.m.	<p>Last Words– Heritage III Ballroom Acknowledgements, draw</p>	

Round Table – Transformation of the health care system

The Manitoba health care system is undergoing major transformations. These changes are designed to improve health care service quality, accessibility and effectiveness. In Phase I of the changes, the government created Shared Health-Soins communs, whose roles include developing a provincial clinical and preventive services plan. Also, the Winnipeg Regional Health Authority has been asked to implement transformational changes in the city of Winnipeg that the WRHA refers to as the “Healing our Health Care System”. When we say changes are designed to enhance quality and accessibility, what does that mean for the French-speaking population and French-language services?

Guests

Annie Bédard, Executive Director, Santé en français

Martine Bouchard, President and Chief Executive Officer, St. Boniface Hospital

Réal Cloutier, Acting President and Chief Executive Officer, Winnipeg Regional Health Authority

Peter Dorrington, Vice-President, Academics and Research, Université de Saint-Boniface

Cheryl Harrison, Executive Director, Southern Health-Santé sud

Daniel Lussier, Executive Director, Catholic Health Corporation of Manitoba

Dr. Brock Wright, Chief Executive Officer, Shared Health-Soins communs

Speaker – Pierre Battah

Pierre has worked closely with individuals and organizations from vastly different sectors and industries and has taken his expertise on-air with the CBC. He has delivered hundreds of workshops and keynotes and has provided counsel to managers and management teams to improve the performance and develop the leadership skills of more than 40,000 people.

Pierre is a workplace columnist and blogger for CBC Radio One, a nationally syndicated broadcaster, a TEDx presenter and a member of the Canadian Association of Professional Speakers. He holds an MBA from the Université de Moncton and a bachelor’s degree in business from the University of New Brunswick. He is also a Certified Management Consultant (CMC) and a Certified Human Resources Professional (CHRP).

Workshop Descriptions

A-10 B-20

New health standard: Access to health and social services in the official languages

This workshop presents an overview of the standard as well as the context of its creation. Starting in 2019, the new Health Standards Organization (HSO) standard will provide the basis for a new recognition program aimed at improving user safety and eliminating language barriers. The session addresses how communities can ask to incorporate the standard and how to prepare for an Accreditation Canada on-site survey.

Amy Pack, Program Manager, Health Standards Organization (HSO) *by conference call*, and

Caroline Vézina, Director of Programming, Société Santé en français

A-11 B-21

Planetree Model: The voice of the user and his family, driving change and continuous improvement

Personalize, Humanize, Demystify: Three key words that generate solutions for health care facilities committed to adapting and personalizing their care and services to respond to the unique needs of the individuals and communities they serve, such as Manitoba facilities that operate mainly in English, but also serve a French-speaking population.

Established and tested in more than 800 facilities around the world, the Planetree Model is based on five pillars that successfully drive change: 1) Create organizational structures that promote staff and user engagement, 2) Connect values, strategies and action, 3) Implement practices that promote partnership, 4) Know what matters and 5) Use moderation to drive improvement. They will be explained and illustrated with concrete examples during this presentation.

Lucie Dumas – President & CEO, Réseau Planetree francophone

A-12 Two presentations in one block

Autism intervention resource for families and professionals working in minority settings

The demand for Autism Spectrum Disorder (ASD) support services exceeds current capacity. *Simple Steps* is a self-help multimedia tool that helps to understand the diagnosis of ASD and child behaviours, based on the principles of Applied Behaviour Analysis (ABA). The current project aims to develop and evaluate the French version of the platform to better support families and professionals, particularly in Francophone minority settings in Canada.

Geneviève Roy-Wsiaki, PhD, BCBA-D – Assistant Professor of Psychology, Head of the Department of Humanities and Social Sciences, Université de Saint-Boniface

Medical training in Manitoba

How do we train French-speaking physicians in a minority language setting? This presentation describes the development of bilingual medical education programs in Manitoba, followed by a discussion on barriers and challenges, as well as future opportunities.

Keleigh James MD CFPC, Director of the Bilingual Family Medicine Program, Max Rady College of Medicine, University of Manitoba.

A-13

An inventory of available resources for French-speaking children under the age of 7 with special needs in the Winnipeg health region

The implementation of the Convention on the Rights of Persons with Disabilities in the provinces and territories is based on programs that focus on inclusion and full participation in Canadian society. With numbers that exceed the national average, disability is a major issue in Manitoba, especially for young children with disabilities. This present will provide an overview of the resources available to young French-speaking children with disabilities in the Winnipeg health region based on Manitoba's legal system.

Ndiaye, Léna Diamé, Ph. D, Associate Professor, Université de Saint-Boniface

A-14

Successful professional integration of visible minority immigrants: the case of French-speaking African immigrant women in Winnipeg

French-speaking African immigrant women who successfully integrate into professional roles in Winnipeg are discussed. Since employment is one of the social determinants of health, finding a good job can not only ensure social and professional recognition for these women in their community, it can also increase their self-esteem, social well-being and help improve their health. The results were used to describe who these successful immigrant women are, the success factors as well as the barriers they face and the strategies they use to overcome them.

Halimatou Ba – Ph. D., Associate Professor, School of Social Work, Université de Saint-Boniface.

B-22 Two presentations in one block

Integration of French-Language Services

Since it was established, Southern Health-Santé Sud has taken the opportunity to lead the shift towards continuous improvement of French-Language Services (FLS). Organizational collaboration has given rise to a new integrated approach to the recruitment, hiring and ongoing assessment of more than 600 designated bilingual positions within the organization. This workshop focuses on the management of integrated procedures, support tools and progress in meeting challenges such as a large geographic area with several widely spaced concentrations of Francophones and how we came to support multiple managers who provide significant FLS coaching support – with the ultimate goal of filling designated positions with qualified bilingual individuals.

Cheryl Harrison – Executive Director, Southern Health-Santé sud

The ancient practice used by First Nations culture to resolve difficulties experienced by their people to promote mental and physical health

The Healing Circle's unexpected approach provides a glimpse of the ancient practice that First Nations used to avoid unnecessary punishment and help people deal with their emotions. To deal with behavioural problems, Elder Dolorès Gosselin explains how, in her culture, the physical and spiritual worlds must be in harmony so that an individual can feel good and healthy in his body.

Dolorès Gosselin, Métis Grandmother of the Red River

B-23

Three Community Initiatives

Promoting physical activity for healthy Franco-Manitoban communities

Inspired by the Canadian Healthy Communities approach, Santé en français, with the support of many partners, led two pilot projects from 2014 to 2018, one in Prairie Mountain and one in southeastern Manitoba. The first initiative was to install outdoor fitness equipment. The second was to implement a sustainable long-term physical activity promotion model. The project focused on the participation of schools within the Franco-Manitoban School Division in the Grand défi Pierre-Lavoie des cubes d'énergie [Great Pierre-Lavoie energy cube challenge].

Gisèle Barnabé, an independent consultant with a distinguished career in the field of education

ABC... Breathe: promote positive mental health in young children

The Fédération des parents du Manitoba (FPM) in partnership with Hélène Archambault, Ph. D., Associate Professor at the Université de Saint-Boniface Faculty of Education and Professional Studies and in conjunction with community partners, wants to invest in designing educational workshops to promote mental health in children aged 0-5. The goal is to provide successful strategies for young children to ensure their full development and better mental health. This workshop discusses the evolution of the project and the next steps to be taken.

Brigitte L'Heureux, Executive Director, Fédération des parents

Community dialogue on services for seniors: results and findings

In the spring of 2018, Actionmarguerite organized its first community dialogue on services available within the community and in long-term care facilities to support seniors and vulnerable persons. These public consultations provided Actionmarguerite with a forum to share its vision for the future and invited residents to help enhance and develop its services. The workshop presents the methods, findings and results used to engage the public in a dialogue about care and services for seniors and how this approach can inform future plans.

Facilitator: Charles Gagné, Executive Director, Actionmarguerite

B-24

Aging in French: seniors' needs and innovative support strategies

French-speaking seniors living in minority language settings are a growing population. However, they have great difficulty accessing French-language health care and services. Our previous research on the needs of French-speaking seniors identified critical gaps in the continuum of French-language services. In this presentation, we start by presenting the health profiles of French-speaking seniors in Manitoba and how they use health services. Then, we explore service organization strategies that make it easier to navigate the systems, reduce the fragmentation of care and improve access to French-language services in seniors' lives.

Danielle de Moissac, Professor, Department of Experimental Sciences, Université de Saint-Boniface.

Ndeye Rokhaya Gueye, Professor of Statistics, Faculty of Science, Université de Saint-Boniface

WORKSHOP SCHEDULE

Please use the following workshop numbering scheme to complete the registration form.

Morning BLOCK A	A-10	New health standard: Access to health and social services in the official languages
	A-11	<i>Planetree Model</i> : The voice of the user and his family, driving change and continuous improvement
	A-12	Autism intervention resource for families and professionals working in minority settings. And Medical training in Manitoba
	A-13	An inventory of available resources for French-speaking children under the age of 7 with special needs in the Winnipeg health region
	A-14	Successful professional integration of visible minority immigrants: the case of French-speaking African immigrant women in Winnipeg
	Afternoon BLOCK B	B-20
B-21		<i>Planetree Model</i> : The voice of the user and his family, driving change and continuous improvement
B-22		Integration of French-language services And The ancient practice used by First Nations culture to resolve difficulties experienced by their people
B-23		Three community projects 1- Promoting physical activity for healthy Franco-Manitoban communities 2- ABC... Breathe: Promote positive mental health in young children. Improve navigation to provide better access for seniors 3- Community dialogue on services for seniors: results and findings
B-24		Aging in French: seniors' needs and innovative support strategies

Acknowledgements

Santé en français tient à remercier ses partenaires qui ont contribué à la réalisation de ce forum : la Corporation catholique de la santé du Manitoba, partenaire principal, le 233-ALLÔ de la Société de la francophonie manitobaine, le Consortium national de formation en santé (CNFS) et le gouvernement du Manitoba.

Cette initiative est également financée par Santé Canada, via la Société Santé en français, dans le cadre du Plan d'action pour les langues officielles 2018-2023 : investir pour notre avenir. Les opinions exprimées ici ne reflètent pas nécessairement celles de Santé Canada ou de la Société Santé en français.



Health
Canada

Santé
Canada

