

Improving the Health of Manitoba's French-Speaking Community

Annual Report **2019-2020**



ÊTRE BIEN DANS SA LANGUE



Message from the President and the Executive Director

Dear Santé en français partners:

To achieve the ultimate goal of improving the health of French-speaking Manitobans, Santé en français seeks to promote access to high-quality French-language health and social services.

It goes without saying that French-language services are safety and quality of care issues. We are pleased to provide you with an overview of our work in 2019-2020, which is closely linked to the efforts of our health partners who share this ambitious goal as well as to the many networking activities in which we actively participate.

Successful Collaboration with Shared Health-Soins communs

Since its creation in 2017, we have worked closely with Shared Health-Soins communs in partnership with the Francophone Affairs Secretariat to ensure that French-language services are a key consideration within the agency. The progress made during the year on positioning French-language services within Manitoba's Health System Transformation include:

- A commitment from Manitoba Health, Seniors and Active Living to take French-language services into account: "The goal for the Manitoba Health System Transformation is for health services across the province to meet the needs of the population, and Manitoba Health, Seniors and Active Living remains committed that services in French are a key consideration in decision-making within the transformation." (Province of Manitoba. Health System Transformation: <https://www.gov.mb.ca/health/hst/index.html>);
- Approximately 10 references to the French-speaking community and the importance of French-language services in the Provincial Clinical and Preventive Services Plan unveiled on November 29, 2019;
- Confirmation that, going forward, service agreements entered into by the Regional Health Authorities with francophone or bilingual facilities will include a clause on the requirement to provide French-language services.

Healthy Early Childhood

In November 2019, the Public Health Agency of Canada and Société Santé en français (SSF) signed an agreement to implement early childhood projects in the health sector. Missing out on this promising opportunity for the community was not an option! We have joined forces with the Coalition francophone de la petite enfance du Manitoba to ensure its success. A workshop was held on February 7, 2020 to develop the Plan d'action de services communautaires de la petite enfance en santé du Manitoba (Manitoba Healthy Early Childhood Community Services Action Plan). Twenty-five (25) early childhood partners attended the workshop.

At the launch of the Provincial Clinical and Preventive Services Plan, the Minister of Health, Seniors and Active Living, Cameron Friesen, said: "This plan outlines Francophones' rights to have access to French-language services and shows our desire to make further efforts."

(Radio-Canada. ICI Manitoba. 2019, La santé en milieu rural, une priorité des restructuration, [Health in rural areas, an organizational realignment priority], Internet article written by Chloé Dioré de Périgny, November 29, 2019)

The plan was presented at the Forum of the Fédération des parents de la francophonie manitobaine (FPFM) and the Franco-Manitoban School Division (DSFM) on March 7, 2020. At the Forum, early childhood partners were invited to express their interest in submitting 2020–2022 projects in line with the priorities of the plan.

Breaking Down Barriers

It should be noted that in 2018, the College of Registered Nurses of Manitoba (CRNM) had decided that, beginning January 2020, Nursing Program graduates would be required to pass the *International English Language Testing System* (IELTS) exam with a 7.0 average or better before writing the *National Council Licensure Exam for Registered Nurses* (NCLEX), which graduates must pass to obtain a nursing licence.

Along with various stakeholders, including Centre de santé Saint-Boniface and Université de Saint-Boniface (USB), Santé en français continued to question this decision which could have led to a reduction in nursing program enrollment at USB. The partners met, among others, with the Minister of Francophone Affairs, Rochelle Squires, the Minister of Education, Kelvin Goertzen, and their respective deputy ministers. At the suggestion of the provincial government, a task force made up of representatives from Red River College, USB, CRNM and employers was formed to examine this issue. The employers bring to the table their perspective on the challenges involved in recruiting bilingual staff to fill vacant designated positions.

The CRNM postponed its decision to require that all nursing graduates complete an English test from January 2020 to an unspecified date. However, there was no change in the requirements for nurses from other provinces wanting to practice in Manitoba, an important issue that also needs to be addressed and that we reported to the ministers. The task force is continuing its deliberations and is due to report by the summer of 2020. It should be noted that Santé en français is not opposed to the assessment of English language skills, but to the very high level of success set by the Order.

Funding

Unfortunately, the province of Manitoba has cut funding to Santé en français by 5.6% through the Canada-Manitoba Agreement. As a result of its careful management and the projects supported by Société Santé en français, Santé en français still managed to balance its 2019-2020 budget.

Our Response to the COVID-19 Pandemic

The risk management plan adopted by the Board of Directors and implemented by Santé en français's staff has enabled it to continue its activities in the context of the pandemic. Of course, some projects undertaken in conjunction with the health sector had to be put on hold. Staff started working remotely in mid-March. This gave them the means to take action on a number of initiatives, such as preparing year-end reports, continuing to provide support services in language training, translation, and language skills assessment. The Board of Directors and its Executive Committee maintained their meeting schedule. However, some meetings, particularly Management Table and Regional Round Table meetings, were postponed.

We sincerely thank and congratulate the staff, our members, the Board of Directors and our partners who have adapted to the situation and made every effort to follow up on Santé en français's priority issues. Our Canada-wide network did not allow itself to be distracted by the pandemic and continued to focus on its mission. In fact, the importance of ensuring that French-speaking Canadians have greater access to French-language health and social services is more evident than ever in these circumstances.



Francis LaBossière
Chair of the Board of Directors

Annie Bédard
Executive Director

Overview

Santé en français Overview

Vision: Manitoba's French-speaking community is able to receive a full range of French-language health care services.

Mission: In order to improve access to quality French-language health and social services, Santé en français provides collaborative leadership that engages and supports partners.

Mandate

Collaborate

We promote collaboration and teamwork between health and social services partners.



Support

We help our partners develop and implement initiatives and provide them with technical and professional services.

Influence

We identify critical issues in the French-speaking community and encourage service providers and governments to find solutions.



Innovate

We encourage our partners and allies to develop and implement innovative solutions and models that meet the needs of the French-speaking community.



Société Santé en français (SSF) is a national leader that provides better access to quality French-language health services. It works closely with the Santé en français networks in every province and territory, including ours in Manitoba, which plays an important role in a variety of national issues.

We sincerely thank Pierre Beaudoin for his commitment and diligence while representing Santé en français on the SSF Board of Directors from 2012 to 2020.



Strategic Objective Positioning and Anchoring

Provincial government health and social services agencies take the French-speaking community's needs and priorities into account in their decision-making process.

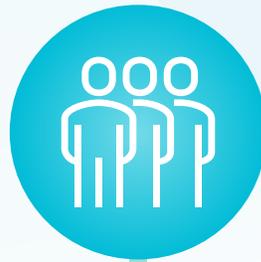
Strategic Objective Human Resources

Manitoba health care system partners implement a common provincial strategy to ensure that the necessary bilingual human resources are available to serve the French-speaking population and the partners in Manitoba's social services system are equipped to recruit and retain bilingual human resources.



Strategic Objective Evidence

Provincial government health and social services agencies introduce provincial mechanisms for ongoing data collection and analysis to determine the needs of the French-speaking population and the system's ability to provide French-language services in Manitoba.



Santé en français Board of Directors

Left to right, 2nd row: Pierre Beaudoin, Vice President; Denis Collette; Francis LaBossière, President; Diane Gosselin; Lisa Balcaen; René Déquier. Front row: James Ryan, Treasurer; Diane Poiron-Toupin, Secretary; Annie Bédard, Executive Director; Chantal Saint-Pierre.

Missing from photo: Teresa Collins, Executive Director, Francophone Affairs Secretariat.



Santé en français Staff

From left to right: Renée Beaudry, Training and Communications Coordinator; Kelly Bado-Giesbrecht, Administrative Assistant; Natalie Gagné, Program and Operations Manager; Lynne Lemoine, French Language Services Coordinator – Social Services Sector; Annie Bédard, Executive Director.

Review

Activities Review

Improve Access to French-Language Services in the Context of the Health System Transformation

In 2018, Santé en français and its partners, Shared Health-Soins communs and the Francophone Affairs Secretariat, laid the groundwork for two related projects funded by Société Santé en français (SSF) over a three-year period:

- Integrating French-language services into the new Shared Health-Soins communs organization;
- Establishing a provincial strategy for bilingual human resources.

The steering and working committees were formed. An inventory was drawn up and Santé en français undertook raising awareness among many key players in the provincial administration and health services of the importance of making progress on these two priority issues. Among other things, Santé en français developed a positioning document and recommendations for the Provincial Clinical and Preventive Services Plan.

The following overview presents some of our achievements on these issues in 2019-2020:

- An analysis in connection with the Provincial Clinical and Preventive Services Plan, which pays particular attention to the primary care sector;
- A draft of a bilingual service model for the health care system to support discussions. This model, which goes beyond the designation of bilingual positions, covers sites, programs, services and positions;
- Talks with Shared Health-Soins communs concerning the establishment of a French-language services manager position within this provincial organization;
- The steering committee's reassertion of the importance of cooperating on data on patients' language and cooperating on data collection within the framework of various initiatives being developed within Shared Health-Soins communs.



Targeted Efforts to Support Future Bilingual Health Care Professionals

A meeting was held with Dr. Brian Postl, Dean of the *Rady Faculty of Health Sciences* and the *Max Rady College of Medicine* at the University of Manitoba, in order to adapt the strategy for recruiting and training bilingual physicians in other disciplines. Four places are reserved annually for bilingual applicants in the medical admission process. The pathway of successful bilingual student applicants, regardless of whether they occupy a dedicated place, is closely monitored during their studies. When internship sites are selected, targeted efforts are made to place bilingual students at sites that serve the French-speaking population.

I am proud to say that I am bilingual because I am able to demonstrate that I can speak both of Canada's official languages. Being bilingual is a great asset in life and it is something I'm passionate about passing down to future generations.

I wanted to be evaluated, because even if I was in French Immersion from Kindergarten to Grade 12, my ability to speak French has significantly decreased due to the lack of practice. Undergoing the evaluation improved my confidence in speaking French, as I spent more time practising with my francophone friends to ensure my success.

St. Boniface Hospital is at the heart of the francophone community. Being able to confidently communicate in French provides a sense of comfort to those of who speak it as their primary language. This puts my patients at ease, especially if they find being in hospital stressful.

Reg Viray, Nurse, Specialty Resource Team, Emergency Department



Health Sector Bargaining Unit Review Act

This Manitoba legislation aims to reduce the number of unionized bargaining units. Since this legislation was enacted, we have been working closely with Beth Beaupré, Provincial Lead, Health Workforce, to keep an eye on how union amalgamations affect French-language services. Regarding this matter, we have also:

- Met with the labour relations team to discuss issues and an approach to raise awareness among unions and bargaining teams;
- Retained the services of a lawyer to obtain legal advice regarding negotiations with unions.

We are pleased that a French-speaking representative who works in the field of human resources, Francis LaBossière, has been appointed to support the Labour Relations Secretariat.

The Eyes and Ears of Santé en français

Through the Management Tables and Regional Round Tables, Santé en français keeps its finger on the pulse of health and social services and the needs of the French-speaking population receiving these services. The Regional Round Tables help establish and maintain strategic and operational ties between the RHAs in the region and Santé en français.

Following the adoption of amendments to Santé en français's Bylaws at its annual meeting on November 7, 2019, the Southern Rural Round Table replaced the former Centre and Southeast Tables. The new Table covers the Southern Health-Santé Sud region.

Data for Better Access to Health Services for all French-Speaking Manitobans

Access to evidence on patients' language would help identify French-speaking clients and more actively offer them

French-language services. In view of this, Santé en français:

- Retained the services of a researcher to assess data collected by Victoria Hospital on patient identity. However, this project had to be postponed due to the pandemic;
- Collaborated with a working group that initiated discussions with Digital Health on potential data collection at the provincial level;
- Completed the first phase of the OZi pilot project, which involves data collection and analysis. An initial data collection and report production test was performed and the test results were assessed. Discussions were held to plan Phase 2 of the pilot project and Société Santé en français (SSF) provided its funding. The purpose of Phase 2 is to strengthen performance measures related to French-language services capacity. Given the COVID-19 situation, this project will run for a few more months.

Santé en français also supported the Collectif francophone LGBTQ2 for the development of an initial study on access to health and social services. The study will be conducted by a USB research group.

Active Offer

Santé en français promotes the active offer of French-language services on an ongoing basis. Some examples of the initiatives completed this year are:

- A presentation to 62 first-year nursing students at USB and another presentation to its 12 Bachelor of Social Work graduates on the importance of French-language services and their commitment to these services;
- The launch of the online course "Active Offer of French Language Services". The course was produced through a partnership between the WRHA, Southern Health-Santé Sud, the Interlake-Eastern Regional Health Authority, the Francophone Affairs Secretariat and Santé en français.

HSO Standard: Access to Health and Social Services in the Official Languages

The Minister responsible for Francophone Affairs, Rochelle Squires, and the President of Santé en français, Francis LaBossière, co-signed the assessment manual for the HSO (Health Standards Organization) standard which will be distributed in Manitoba. The Executive Director of Santé en français, Annie Bédard, was an observer on behalf of SSF during Accreditation Canada's one-day visit to St. Boniface Hospital, one of the four pilot sites where the standard has been implemented.

Santé en français Support Services

To promote access to a variety of French-language services, Santé en français makes several support services available to designated bilingual health and social services facilities, Child and Family Services Authorities and Regional Health Authorities. These services are provided under an agreement with the Government of Manitoba.

Careers in Health and Social Services: Recruitment and Promotion

Despite many efforts at various levels, there are currently not enough bilingual workers to meet the demand. Santé en français is addressing the top priority of recruiting health and social service professionals in a number of ways:

- The services of PRA Inc. have been retained to support Santé en français in developing concrete strategies for recruiting bilingual staff for the health sector;
- Discussions were held with the Nursing and Allied Health Recruitment Working Group and Shared Health-Soins communs on the development of this new provincial organization's marketing and recruitment plan for nurses;
- Presentations were delivered in 11 DSFM schools and eight (8) immersion schools on careers in French-language health and social services to encourage young people to consider these options. From April 1, 2019, to March 15, 2020, 575 students attended the presentation. Host schools are located in the WRHA, Southern Health-Santé Sud, and the Interlake-Eastern Regional Health Authority. Presentations scheduled for the last two weeks of March were cancelled due to the pandemic;
- We made a contribution to the 37 USB nursing student bus tour held on October 4, 2019 in the Southern Health-Santé Sud region. Since then, students have contacted health professionals to observe them at work or complete internships in the region;
- We attended the WRHA's New Grad Day for Nurses to share with recent graduates the support services we offer;
- In partnership with Actionmarguerite, Centre de santé Saint-Boniface, St. Boniface Hospital, Interlake-Eastern Regional Health Authority, Southern Health-Santé Sud and the WRHA, we sent a letter to the 27 USB graduates of the Bachelor of Science in Nursing, Practical Nursing Diploma and Health Care Certificate to congratulate them on their success and encourage them to pursue a bilingual career.



I enjoyed learning about the advantages of being bilingual. I like the section on the nine competencies that we need.

Paige, student, École Arthur Meighen School

I enjoyed how the students were engaged in French throughout the entire presentation and the many career options for bilingual students. Thank you very much for presenting such interesting facts on careers in health.

Lise Tessier-Burch, staff member, Portage Collegiate Institute

Translation

Designated bilingual health and social service providers rely on our translation service to publish documents in French for the public.

Area	Number of Documents	Number of Words
Health	588	372,112
Social Services	52	78,099
Total	640	450,211

Language Proficiency Assessments

Santé en français performed 52 assessments in the health sector to measure applicants' ability to meet the language requirements of a health care position.

Language Training and Resources

Through service providers, Santé en français coordinates the delivery of health-related French-language training courses for staff in designated bilingual and francophone facilities, Regional Health Authorities and social service agencies in Winnipeg and outlying areas.

Area	Number of Course Registrations	Certificates of Achievement Awarded
Health	227	162
Social Services	26	15
Total	253	177

Ongoing exploration of new training options to better meet student needs, because some students cannot attend classes in person at USB:

- Continuation of a pilot project with Alliance française for an online conversation course that includes resources targeting the health sector. From January to March 2020, Alliance française offered two intermediate-advanced level courses;
- Replacement of Telehealth with the Zoom online platform for remote teaching of French courses offered by the Continuing Education Division of USB;

- Implementation of the "Café de Paris" pilot project at Actionmarguerite Saint-Vital and St.Amant. The approach, which is nationally recognized as a best practice, originated in New Brunswick. This initiative is offered in the workplace to support employees in the health and social services sectors who want to acquire or maintain basic French language skills. An advisory committee was created in both facilities, and project coordinators were trained. Unfortunately, this initiative had to be put on hold due to the pandemic;
- With the help of an advisory committee, enhancement of *LexiGo Santé – phrases utiles* by adding sentences related to mental health and social services. This resource is available in pocket format and through the LexiGo app (see www.santeenfrancais.com).

Strengthening and Assessing Strategic Plans for French-Language Services

Santé en français provides social services authorities and RHAs with a variety of support options for formulating, developing and assessing their strategic plans for French-language services:

- Management Table and Social Services Managers Table meetings that bring together those responsible for French-language services in these sectors in order to promote cooperation and the sharing of ideas. These Tables were the starting point of several projects presented in this report;
- Annual updates on the implementation of strategic plans at the Southern and Urban Regional Round Tables;
- Participation in the meetings of the WHRA's French Language Services Advisory Committee;
- Discussions with the Department of Families and the Southern First Nations Network of Care Child and Family Services Authority to complete the assessment of the 2018-2023 strategic plan and determine the process for developing the next plan;
- Distribution of tools: *Clés de réussite à l'offre active des services en français*, *LexiGo Santé – phrases utiles*, promotional card for the macarriereensante.ca microsite and bilingual staff tools such as lanyards, fob keychains, etc.

ERRATUM

Please note that there was an error in the Translation Service table on page 10 of the 2018–2019 Annual Report. It should have read as follows: Health 709 documents translated, 471,177 words.

Report of the Independent Auditor on the Summary Financial Statements

To Members of the Board of Directors Santé en français Inc.

Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2020, and the summary statement of operations for the year then ended and related note are derived from the audited financial statements of Santé en français Inc. for the year ended March 31, 2020.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the note.

Summary Financial Statement

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 25, 2020.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with the note.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, "Engagements to Report on Summary Financial Statements".

BDO Canada LLP

Chartered Professional Accountants
Winnipeg, Manitoba
June 25, 2020

Summary Statement of Financial Position

As at March 31	2020	2019
Assets	\$ 297,854	\$ 286,002
Liabilities	45,611	46,017
Net assets	252,243	239,985
	297,854	286,002

Summary Statement of Operations

For the year ended March 31		2020	2019
		\$	\$
Revenue			
Grants and subsidies			
Province of Manitoba	– Canada - Manitoba Agreement	280,000	296,700
	– Department of Health, Seniors and Active Living	237,800	250,270
	– Department of Families	46,500	37,900
Société Santé en français/Health Canada	– Integration of services	39,167	29,375
	– OZi - Capture and analysis of data	75,000	–
	– Early Childhood Health	80,867	–
	– Networking	225,665	225,321
	– Provincial RH strategy	30,000	30,000
Southern Health-Santé Sud		–	4,141
Self-financing revenue	– Forum	–	15,490
	– Training registrations	11,500	9,790
	– Interest and other	7,771	6,639
		1,034,270	905,626
Expenses			
Annual meeting		11,163	6,700
Insurance		1,769	1,700
Audit		8,027	9,494
Service contracts		23,580	21,905
Memberships		927	1,083
Travel		8,098	5,594
Equipment		1,935	1,323
Staff training		2,344	3,390
Language training		63,651	60,061
Forum		–	36,044
Bank charges		238	259
Printing, postage, stationery		3,355	3,602
Equipment rental and other		4,163	4,030
Rent		38,575	36,747
Resource persons		285,677	124,828
Advertising and website		27,834	13,014
Recruitment		48,986	71,047
Representation and meetings		4,775	6,414
Salaries and benefits		378,627	353,430
Testing		5,733	3,562
Translations		98,824	121,089
Telephone, fax, Internet		3,731	3,062
		1,022,012	888,378
Excess of revenue over expenses for the year		12,258	17,248

Note on Basis of Presentation The summary presented includes only the summary statement of financial position and the summary statement of operations. It does not include the notes to financial statements. The summary statement of financial position does not present the details of the elements of assets, liabilities or net assets. The summary statement of operations is reproduced in as much details as the audited financial statements. A copy of the audited financial statements is available at the office of Santé en français Inc.



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Santé en français also wishes to thank the Province of Manitoba for its funding through the Canada-Manitoba Agreement, the Department of Health, Seniors and Active Living, and the Department of Families.