HEALTH AND SOCIAL SERVICES

Offer them. Ask for them... in French.
2016-17

**Under the banner of community involvement**

**Message from the President and the Executive Director**

Since the spring of 2016, the offer of health and social services in Manitoba has been swept up by the winds of change. At Santé en français, we are playing a key role with our partners in ensuring that decision-making at various levels is consistent with the delivery of quality French language services. We remain vigilant and are working closely with our community leaders and partners to succeed in our endeavour. Through the support of our allies, as well as our ability to meet the challenges and opportunities that arise, we have achieved many accomplishments in 2016-17, which we are pleased to share with you.

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**Various aspects of access to French-language services!**

**Centre Albert-Galliot officially designated as Francophone!**

Our approach to providing access to French-language services is multidimensional. For example, by applying the Designation Policy for Francophone and Bilingual Facilities, Programs and Services adopted by Manitoba Health, Seniors and Active Living, we supported Centre Albert-Galliot located in Notre-Dame-de-Lourdes in its endeavour to become a designated Francophone facility. Southern Health–Santé Sud, the Francophone Affairs Secretariat, Santé en français and Centre Albert-Galliot signed the Memorandum of Understanding that we developed for this purpose.

**Looking for solutions**

We are also called upon to respond to situations that may adversely affect access to French language services. For instance, we met with the representatives of the Winnipeg Regional Health Authority (WRHA), the Centre de santé Saint-Boniface, the Catholic Health Corporation of Manitoba and the Société de la francophonie manitobaine to counter the effects of the closure of the QuickCare Clinic located in St. Boniface and the decision not to open an access centre in St. Vital. We are following up and holding discussions on this matter.

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**Promoting a provincial vision for the organization of French-language services**

The Provincial Health Contact Centre, located at Misericordia Health Centre, supports the delivery of health care services in Manitoba in conjunction with Manitoba Health, Seniors and Active Living and the WRHA. Among other things, it is known for its InfoHealth and TeleCARE Manitoba services. Santé en français in conjunction with the Centre de santé Saint-Boniface is exploring ways to add French-language services to some Provincial Health Contact Centre health care programs and to enhance the delivery of French language services in its “After Hours” program. Despite the various issues to be addressed, we are determined to succeed!

**Demystifying the delivery of French-language services**

Raising awareness among health care providers regarding the quality of French-language services involves training. A total of 259 stakeholders and 42 students involved in health and social services participated in workshops on the active offer of French-language services! In addition to providing these workshops in outlying areas and Winnipeg, we developed new tools that we are making available to the public, Regional Health Authorities and designated Francophone and bilingual facilities. Among other things, Santé en français launched the *Offre active de services en français* video at its *À notre santé… en français!* provincial forum. The video can now be accessed on our website. We also introduced LexiGo Santé, an application that provides quick access to the common lexicon created with our partners in Manitoba’s health and social services community.

And that’s not all! *Working Together to Implement the Active Offer of French-language Services*, a guide for participants in workshops on this subject, is now available on paper and a USB key. Also, *Clés de réussite : offre active des services en français au Manitoba* (Keys to success: active offer of French-language services in Manitoba) present succinct advice and strategies in the form of a key chain to facilitate the active offer of French-language services.
Continuity in recruiting and retaining bilingual staff

In March 2016, Manitoba Health, Seniors and Active Living adopted a human resources policy concerning the designation and staffing of bilingual positions in designated bilingual and Francophone health care facilities and services in Manitoba. Recently, Société Santé en français (SSF) developed a Framework for Recruitment & Retention of Bilingual Human Resources in the Health Sector. Based on this framework, Santé en français will continue to share its expertise in recruiting and retaining bilingual staff with its partners.

The activities listed on page 6 of this report provide more information on the achievements of Santé en français and its partners in 2016-17. We are very pleased with this year’s outstanding results, which illustrate the importance of strategic alliances, our commitment and perseverance. Among other things, we are contributing to the SSF national network from which we also derive key advantages for French-speaking Manitobans. As well, other agencies and individuals play a central role in the delivery of health and social services. Lorette Beaudry-Ferland, to whom Santé en français had the honour of presenting the Margaret Teresa McDonnell Award, is a prime example. At our provincial forum banquet held on November 3, 2016, Daniel Lussier, Executive Director of the Catholic Health Corporation of Manitoba (CHCM), introduced the recipient of the award, whose many accomplishments included chairing the Centre de santé Saint-Boniface Board of Directors and the CHCM Board and contributing to the creation of the Manitoba component of the Consortium national de formation en santé: “Over the last 30 years, Ms. Beaudry-Ferland has shown a deep and exemplary commitment to the French speaking community […]. She is driven by the same mentality as the Grey Nuns: if there is a need, she responds.”

Finally, Santé en français’ accomplishments depend on the strength of our network, which means that our success is your success! We therefore warmly thank our dedicated multi-skilled staff, community-driven round tables, Board of Directors and partners with whom we maintain constructive relationships. Firmly convinced of the paramount importance of our mandate and driven by our vision of the future, civic values and sense of community, we are accomplishing, one project and one service at a time, our primary mission of providing Manitobans with expanded access to French-language health and social services.

Ms. Lorette Beaudry-Ferland, recipient of the Margaret Teresa McDonnell Award.

Ms. Annie Bédard and Mr. Francis LaBossière
The santé en français approach is also recognized for the spirit of consensus with which it undertakes all its activities. The network brings together the various partners that identify problems and seek to rectify them with practical and realistic solutions. Santé en français therefore acts as a specialized forum, devising innovative strategies to ensure quality French-language health social services.

Who are we?

Santé en français is part of the national French-language health services movement called Société Santé en français (SSF). Launched in December 2002, the SSF is now present across the country and includes 16 French language health networks in the 13 Canadian provinces and territories. The purpose of each of these networks is to rally health partners around priority issues pertaining to French-language health services in their province, territory or region.

The uniqueness of the SSF and of its provincial and territorial counterparts results from their adoption of a partnership approach with all the contributors involved in the system as illustrated on the following diagram from the World Health Organization:

Vision
Manitoba’s francophone community has access to a full range of high quality French-language services in the areas of health and social services.

Mandate
As official representative of Manitoba’s francophone community in the areas of health and social services, Santé en français plays a leadership role in facilitating and promoting access to high quality French language services in the areas of health and social services.

Strategic objectives

Enhance Santé en français’s leadership role in the organization of services:
- Community engagement
- Provincial vision for the organization of services
- Co-operation

Support the strategic development of human resources that are able to provide services in French:
- Language skills
- Recruitment
- Expertise and knowledge

Strengthen the development of Santé en français’ resources:
- Optimization
- Diversification
Santé en français’ activities

**Promotion**
develop and promote the vision of Manitoba’s francophone community regarding access to French-language health and social services;

**Coordination**
encourage the francophone community to work together to set its priorities in the areas of French-language health and social services;

**Development and implementation**
develop and support various strategies to ensure that the vision of Manitoba’s francophone community is implemented by the relevant government bodies and agencies;

**Representation**
represent the francophone community before government bodies and service providers to ensure access to high quality French-language health and social services;

**Resource management**
ensure that the necessary human and financial resources are available to manage the programming and services provided by Santé en français;

**Support**
provide ad hoc support to community initiatives that seek to improve access to French language health and social services;

**Uniting stakeholders around issues**
in order to improve access to French language health and social services, unite stakeholders, interested parties and those who hold responsibility around issues regarding services deemed as priorities for the francophone community.

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**Board of Directors**

From left to right: Bernard Lesage, Yann Boissonneault, Jean Balcaen (Treasurer), Diane Poiron-Toupin (Secretary), Darcelle Vigier, Annie Bédard (Executive Director), Francis LaBossière (Chair), Teresa Collins (Executive Director, Francophone Affairs Secretariat, Government of Manitoba, as a resource person), James Ryan, Pierre Beaudoin (Vice-Chair). Absent from the photo : Denis Collette.

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**Santé en français staff**

From left to right: Nathalie Sombié (French Services Coordinator), Annie Bédard (Executive Director), Lise Voyer (Recruitment and Career Promotion Manager), Rachel Laurendeau (Training and Communications Coordinator), Kelly Bado (Administrative Assistant).
A year focused on cooperation and partnership

A wealth of ideas at the 5th À notre santé… en français! forum

Every two years, Santé en français organizes a provincial forum for health and social services community leaders, stakeholders and professionals. Large numbers of them attended the 5th forum held under the theme community involvement: 115 delegates participated compared to 92 at the previous forum, a 25% increase. Some workshops explored much needed personal and professional renewal strategies to ensure that individuals remain healthy while serving with compassion. Others focused on priority issues such as recruiting and retaining bilingual health human resources, interprofessional cooperation, and the organization of French-language health and social services in Francophone minority communities.

The keynote speaker, Sébastien Sasseville, drew on his personal experience as an endurance athlete living with diabetes to inspire participants to embrace change in the workplace, find the courage to live with discomfort and demonstrate adaptability and agility.

Satisfaction survey respondents all confirmed that they were extremely or very satisfied with the workshops and the forum. We look forward to seeing them at the next forum in 2018!

Société Santé en français (SSF): in February, things heat up in Manitoba!

From February 21 to 24, 2017, senior managers of the SSF network and members of the SSF Board of Directors respectively held their national meeting in Winnipeg during the Festival du Voyageur. In addition to introducing its guests to this flagship event and the warm and welcoming nature of Manitoba’s French-speaking community, Santé en français gave them the opportunity to meet several of their partners and visit the brand new Accès–Access Saint Boniface Centre and the Centre de santé Saint-Boniface.

Mental health advocacy

Thanks to the results obtained through the SSF Renforcer la capacité communautaire [Community Capacity Building] project and a collaborative agreement with the Université de Saint-Boniface (USB), Manitoba’s French-speaking community is more willing to talk about mental health in 2017 than when the project was launched in 2014. Last year, several strategies were implemented in Manitoba’s French-speaking community as part of the national initiative:

- The map of French-language mental health services provided in Manitoba was launched at the 5th À votre santé… en français! forum. It is also available on our website.
- In January 2017, a presentation on this tool was delivered at Health Canada’s 2nd Science Colloquium on the Health of Canada’s Official Language Minority Communities.
- Five (5) Mental Health First Aid Workshops were delivered, which provided training for 57 first-aid workers from rural and urban communities who work with all generations in various areas.

The Renforcer la capacité communautaire [Community Capacity Building] project ended in March 2017, however, Santé en français is still focused on this critically important public health issue. Among other things, an assessment of the impact of Mental Health First Aid on mental health learning, behaviour and perception was developed.
Our Regional Round Tables in action

My Health Team

Since Manitoba Health, Seniors and Active Living approved the creation of a My Health Team network in 2014–2015 for delivery of primary health care to Southern Health–Santé Sud’s French-speaking population, three individuals represent Santé en français on its Steering Committee: Pierre Beaudoin of the South Eastman Rural Round Table; Diane Poiron-Toupin of the Central Manitoba Table and Executive Director, Annie Bédard. A four-year agreement was signed with Manitoba Health in the spring of 2016, which has since led to the hiring of health professionals who are expanding the two local My Health Teams: the Seine and Prairie Mountain teams.

Local Health Involvement Groups (LHIGs)

The Regional Round Tables were also active in their LHIG roles. In the fall of 2016, the South Eastman and Central Regional Round Tables addressed the topic of patient values and innovation and sustainability in the health system to provide input for the KPMG report requested by the province to improve the Manitoba health system’s performance.

Healthy Franco-Manitoban communities

The “Healthy Franco-Manitoban communities” initiative includes two pilot projects. The Prairie Mountain project, which is in its final stages, involves installing outdoor fitness equipment in four villages. Pamphlets taking into account the resources in each community were developed with the support of Sport Manitoba. Among other things, these documents map the community’s walking trail and provide tips on using the equipment and following a physical activity program.

In October 2016, a selection committee composed of members of the South Eastman Regional Round Table and community leaders as well as provincial and municipal officials proposed launching a long-term physical activity promotion initiative that would have a positive impact on the health of French-speaking Manitobans. The Advisory Committee, made up of representatives of the Coalition de la petite enfance [Early Childhood Coalition], the Directoire de l’activité sportive [Sports Activity Directorate], the Fédération des aînés franco-manitobains [Federation of Franco-Manitoban Seniors], the Réseau communautaire de la Société de la francophonie manitobaine [Manitoba Francophone Community Network] and the Franco-Manitoban School Division (DSFM) to support the implementation of this project proposed that an intergenerational physical activity project be implemented through DSFM schools. The Committee recommended that three or four South Eastman schools participate in the Grand défi Pierre Lavoie des cubes énergie (https://cubesenergie.com/) [Great Pierre Lavoie energy cube challenge] and that this friendly competition be enhanced with events specific to Manitoba’s French-speaking community.

Merger of the Central and South Eastman Regional Round Tables

In June 2016, the Central and South Eastman Regional Round Tables initiated discussions on their merger. They were already holding regular meetings as Local Health Involvement Groups to review the Southern Health–Santé Sud French Language Services Plan. Both Tables assessed the pros and cons of their merger and produced a working paper on operating a single table in Southern Manitoba.
Santé en français support services

To promote access to a greater variety of French-language services, Santé en français provides various support services for designated bilingual facilities and Regional Health Authorities as well as social service agencies in Manitoba.

Language training

Through a partnership with the Université de Saint-Boniface, a “Français en milieu de santé” ([French in health settings] training program designed to increase the delivery of French language health and social services is being offered to the staff of regional health facilities, Regional Health Authorities and designated bilingual and Francophone social service agencies in Winnipeg and in outlying areas. There was a 25% increase in registrations for these courses compared to last year!

1. Level of language proficiency needed to interact effectively while actively offering French-language services.

Santé en français’ support enabled the Winnipeg Regional Health Authority to provide French language thematic workshops on health equity and mental health. For their part, Southern Health–Santé Sud and St. Boniface Hospital were able to organize noon-hour conversation circles.

Health and social services stakeholders have access to our distance education programs through Telehealth and other tools available on the Internet.

Translation

French-language information, publications, forms and other resources for the public are available from designated bilingual and Francophone health and social services facilities, Regional Health Authorities and social service agencies through our translation service.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number of documents</th>
<th>Number of words</th>
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</thead>
<tbody>
<tr>
<td>Health</td>
<td>588</td>
<td>463,973</td>
</tr>
<tr>
<td>Social services</td>
<td>73</td>
<td>77,181</td>
</tr>
<tr>
<td>Total</td>
<td>661</td>
<td>541,154</td>
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</table>

2. This is a 16% increase in the number of words translated compared to last year.

Language proficiency assessment

Designated bilingual and Francophone health and social services facilities, Regional Health Authorities and social service agencies can use our language assessment service to measure their employees’ ability to meet the French-language requirements of their position. In all, 90% of candidates assessed in 2016-17 obtained results confirming their ability to provide French language services.

<table>
<thead>
<tr>
<th>Sector</th>
<th>Number of language proficiency assessments</th>
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<tr>
<td>Health</td>
<td>52</td>
</tr>
<tr>
<td>Social services</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>62</td>
</tr>
</tbody>
</table>

Grants for bilingual nurses: a good start!

From January 1 to December 31, 2016, twenty-two (22) grants were awarded through the Manitoba Health Nurse Recruitment and Retention Fund to nurses who agreed to work in bilingual positions, including seventeen (17) at Southern Health-Santé Sud. This Fund is the result of an initiative launched by Santé en français in conjunction with its partners.
Career promotion and recruitment objectives

- Recruit health and social services professionals from outside Manitoba to provide French-language services.
- Recruit Manitoba health and social services professionals able to provide French-language services.
- Raise awareness among health and social services students regarding the importance of the active offer of quality French-language services.
- Support rural areas in the recruitment of health and social services professionals who are able to provide quality French-language services.
- Encourage students in French and immersion schools in Manitoba to enroll in post-secondary health and social services programs.

Strategies and results

- Career fairs or recruiting events outside the province: Université de Moncton, Moncton and Edmundston campuses; Laurentian University; University of Ottawa, the Montréal forum of physicians practising outside Quebec; the Society of Rural Physicians of Canada’s conference and the Family Medicine Forum in partnership with the Government of Manitoba’s Health Workforce Secretariat: 168 documented contacts.

- Brandon and Winnipeg Career Symposiums:
  - Presentation on active offer as part of orientation week for new students enrolled in the Practical Nursing Diploma Program and the Bachelor of Science in Nursing Program at the Université de Saint-Boniface (USB);
  - Presentation on the importance of providing French-language services delivered to students enrolled in social work at USB;
  - Tour of Southern Health–Santé Sud by 34 USB nursing students: the tour resulted in seven (7) practicums and seven (7) hires;
  - In response to a request from the Regional Health Authorities and Santé en français, CNFS organized a symposium at USB on careers in health and social services.

- Twenty-one (21) presentations in Manitoba immersion schools and schools in the Franco Manitoban School Division (DSFM): 365 participants;
- Exhibit of resources for promoting careers in health and social services at the unveiling of DSFM’s strategic plan.

French-language services. The strategies include participating in many career fairs, establishing contact with students and professionals in Manitoba and elsewhere, and partnerships with post-secondary institutions and the Consortium national de formation en santé (CNFS). Our approach in Manitoba includes initiatives targeting high school students and post-secondary students enrolled in a health program.

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

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2017 and the summary statement of operations for the year then ended, are derived from the audited financial statements of Santé en français Inc. for the year ended March 31, 2017. We expressed an unmodified audit opinion on those financial statements in our report dated June 27, 2017.

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, therefore, is not a substitute for reading the audited financial statements of Santé en français Inc.

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 Note 1.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, “Engagements to Report on Summary Financial Statements”.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Santé en français Inc. for the year ended March 31, 2017 are a fair summary of those financial statements, in accordance with Note 1.

BDO Canada LLP
Chartered Professional Accountants
Winnipeg, Manitoba
June 27, 2017

Summary Statement of Financial Position

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</thead>
<tbody>
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</tr>
<tr>
<td></td>
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<tr>
<td><strong>Liabilities</strong></td>
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<tr>
<td><strong>Net Assets</strong></td>
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</tr>
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232,125 262,412
Note 1:
The summary presented includes only of 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, and does not include references to notes to financial statements. 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.
This initiative is funded by Health Canada as part of Société Santé en français’ Road Map for Official Languages 2013-2018: Education, Immigration, Communities.

Santé en français would also like to thank the Province of Manitoba for its financial support through the Canada-Manitoba Agreement, Manitoba Health and Manitoba Child and Family Services.

Room 400 – 400 Taché Avenue
Winnipeg MB R2H 3C3
Tel: (204) 235-3293
Fax: (204) 237-0984
www.santeenfrancais.com