

Annual Report 2015-2016

HEALTH AND SOCIAL SERVICES

Offer them.
Ask for them...
in French.



ÊTRE BIEN DANS SA LANGUE

2015-2016

A SUSTAINED COLLABORATIVE APPROACH THAT PRODUCES RESULTS

Message from the Chair and the Executive Director

Santé en français's work requires a long-term commitment on several fronts. As the official representative of Manitoba's Francophone community, and the driving force behind the delivery of French-language health care and social services, we are working on implementing our strategic plan. In addition, we take advantage of available opportunities and strongly rely on the participation of our many volunteers and partners to succeed in our work. We would like to share with you our many accomplishments in 2015–2016, while highlighting this essential support, including that of the governments of Manitoba and Canada, and the confidence placed in us. After reading this report, you will find that we have made considerable headway on key issues.

**Through team work,
Santé en français goes a long way!**

Bilingualism, a legitimate qualification!

In March 2016, Manitoba Healthy Living and Seniors 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. Santé en français's persistence in pursuing this matter has paid off! The adoption of this policy is the culmination of a project that took shape at the start of this decade thanks to its leadership, and coordination and co-operation efforts. Santé en français established the Comité action – ressources humaines en français [French Human Resources Action Committee], which developed the guidelines included in the policy, ensured that stakeholders were consulted and the policy was adopted. As a result, the Department recognizes bilingualism as a legitimate qualification for all positions that include the French language requirement, an outcome we had all been hoping for!

All-in-one card – Data on the health of Francophones

In January 2016, the Government of Manitoba announced that it was working on creating an all-in-one Personal Identification Card that would work as an ID card, health card and driver's licence. This decision is the result of consultations and the submission of the Manitoba Public Insurance Corporation's report on the card. For Santé en français, this card provides the perfect opportunity to collect information on the health of the Francophone population. Researchers, designated bilingual Regional Health Authorities and health care facilities required to provide French-language services would have access to essential information filed in the Population Health Research Data Repository. Among other things, this information would provide them with data to assess the health status of the Francophones they serve and to continuously improve the French-language services available to them. For these reasons, Santé en français is closely monitoring this issue and ensuring that its views are taken into account by the competent authorities.

Mon équipe santé is introduced in the Southern Health – Santé Sud region

In 2014–2015, Manitoba Healthy Living and Seniors approved the establishment of a primary health care network for the Francophone population in the Southern Health – Santé Sud region. This network, known as Mon équipe santé [My Health Team], has the potential to offer sustainable solutions to improve access to French-language services in this region. As liaison between Francophone communities and the two local counterparts of Mon équipe santé, Santé en français has actively participated in numerous planning meetings for this network. In January 2016, Manitoba Healthy Living and Seniors approved the plan, which includes the creation of new positions to fill gaps in services available to target Francophone communities and their health needs.

Play fitness areas!

In December 2014, the groundwork was laid for this innovative project. In particular, Santé en français signed a “Communautés en santé du Manitoba français” charter of co-operation with the Economic Development Council for Manitoba Bilingual Municipalities (CDEM), the Association of Manitoba Bilingual Municipalities (AMBM), as well as the Société franco-manitobaine (SFM) and its Réseau communautaire [Community Network]. This charter provides a concerted approach to health in our communities. Our sources of inspiration were the approach of the Canadian Healthy Communities Network, Société santé en français’s National Strategy for the Promotion of French-language health services in Canada and the principles of sustainable development.



In the fall of 2015, a working committee established in the La Montagne region started a “Healthy Communities” pilot project to install outdoor fitness equipment in three villages: St. Leon, Notre Dame de Lourdes and Somerset. Through its efforts, the Local Urban Districts (LUD) and the Municipality of Lorne contribute to the implementation of these “adult playgrounds”—their support ensures their sustainability in the longer term. Also, Sport Manitoba joined the project and provided the support of two kinesiologists. They are helping the committee select the appropriate equipment and providing guidance on writing a brochure that encourages physical activity and presents the fitness trails in the participating communities. We should also note that the students of École régionale Notre-Dame will design the layout for the brochure. In short, this La Montagne region intergenerational pilot project is very consistent with the “Healthy Communities” perspective: it promotes public health and encourages local decision makers and community members to work together to improve the quality of their lives. Congratulations to the working committee and the Réseau communautaire who encouraged the key players to work together from the very start!

In addition, to ensure the success of La Montagne’s pilot project and future “Healthy Communities” projects, Santé en français commissioned a study on sustainable health promotion methods, particularly physical activity. The ensuing report will provide guidance for the next pilot project to be implemented in the Southeastern region.

“The activities listed on page 6 of this report provide more information on the achievements of Santé en français and its partners in 2015–2016. We are very pleased with this year’s outstanding results, which illustrate the importance of strategic alliances, collaborative work and consistency in our approach. We always keep in mind that we are accountable to Manitoba’s Francophones: their needs motivate us to innovate and excel. In this vein, we submitted a brief presenting our vision to the SFM in its extensive community consultation called États généraux. Finally, we express our gratitude to Santé en français’s committed professional staff; to our members, our Tables de concertation régionales [Regional Round Tables] who listen to the community, our Board and our partners with whom we sustain productive and harmonious relationships. Thanks to all of you! By using this impressive network, we accomplish our primary mission, one project and one service at a time, to ensure Manitobans have greater access to French-language health and social services.”

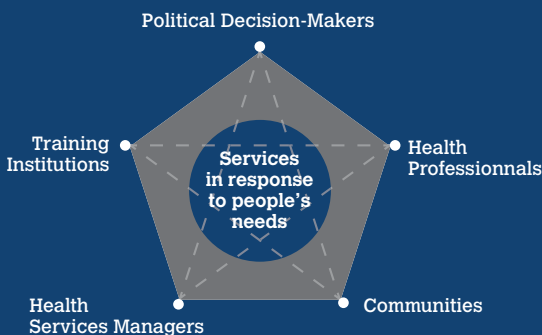
Émile Huberdeau
Chair of the Board of Directors

Annie Bédard
Executive Director

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:



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.

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, including its Resource Centre;

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.

Board of Directors



From left to right: Dr. Denis Fortier, Darcelle Vigier, Denis Colette, Annie Bédard (Executive Director), Yvette Gaultier (Secretary), Émile Huberdeau (Chair), Mélanie Cwikla (Executive Director, Francophone Affairs Secretariat, Government of Manitoba, as a resource person) and Pierre Beaudoin (Vice-Chair)
Absent from the photo: Jean Balcaen (Treasurer), Francis Labossière and Bernard Lesage

Santé en français staff



From left to right: Kelly Bado (Administrative Assistant), André Boucher (Communications and Training Coordinator), Annie Bédard (Executive Director), Lise Voyer (Recruitment and Career Promotion Manager) and Nathalie Sombié (French Services Coordinator)

ACTIVITIES REVIEW

A YEAR FOCUSED ON CO-OPERATION AND PARTNERSHIP

The highlights presented below reflect Santé en français's efforts to continuously improve access to French-language health and social services for Francophones in the province. Again this year, several projects and initiatives have enabled us to demonstrate our dynamism and sense of innovation and initiative. We have developed relationships with new partners who support our cause.



We can learn to actively offer French-language services!

During the year, we continued to develop our expertise in active offer by facilitating workshops at ActionMarguerite and in the Southern Health – Santé Sud region. In all, 141 people participated in the workshops. Also, we started producing a video and developing a participant workbook for the active offer workshops. These workshops and resources equip health care providers with the tools they need to offer high quality French-language services.

Discussions with the Provincial Health Contact Centre

In January 2016, Santé en français participated in the Provincial Health Contact Centre's strategic planning. We advised the Centre to adopt strategies that include developing French-language primary health care programs, for example, the Positive Parenting Program (Triple P), after-hours home care and telecare for chronic illness; to draw up an action plan for this purpose and to establish a working committee to take the lead on this project. Needless to say, we are keeping a close eye on the project!

A collaborative approach on early childhood with the Fédération des parents du Manitoba (FPM)

Santé en français actively participated in the working committee on early childhood within the framework of the "Live life in French! Do it for your child right from the start!" project, a group project led by the FPM with input from the Coalition francophone de la petite enfance du Manitoba [Manitoba Francophone Early Childhood Coalition] and the Centres de la petite enfance et de la famille [Early Childhood and Family Centres] (CPEF). The initiative, which ended in March 2016, aimed to increase awareness of services available to Francophones aged 0 to 6 and their families. To achieve this objective, the committee was supported by the Manitoba Centre for Health Policy, as well as the Winnipeg Regional Health Authority (WRHA) and Southern Health – Santé Sud. Finally, they will liaise with CPEFs. There are all kinds of opportunities for these bodies to support the full long-term development of young Francophones!

Community resources

Whom should we contact for physiotherapy services or perhaps speech therapy in French? We suggest you consult the "Health and social services" tab of the Annuaire des services en français du Manitoba [Manitoba French-language services directory] published by the Société franco-manitobaine, an indispensable tool for finding the services you need. Santé en français has finished updating the tab and distributed the directories at the November 2015 annual meeting. This update will provide direct support for the "Live life in French! Do it for your child right from the start!" project.

Our Regional Round Tables assume their role as Local Health Involvement Groups (LHIGs)

Manitoba Healthy Living and Seniors asked the Regional Health Authorities to set up LHIGs to allow members of the public to share their ideas and opinions on health services in Manitoba, in order to improve them.

As part of their collective role as LHIGs with Southern Health – Santé Sud, community members of the Southeastern and Central Round Tables discussed the topic of health equity at their first meeting in October 2015.

The Urban Round Table also assumed the role of LHIG, but with the WRHA. The meeting also focused on the topic of health equity in this first French-language community consultation organized by the WRHA in partnership with Santé en français.

Mental health first aid

Mental health is everybody's business! The Santé en français working committee that is studying this issue worked tirelessly in 2015-2016. Thanks to a grant provided by Health Canada via Société santé en français, the Mental Health Commission of Canada's "Mental Health First Aid" basic training course was offered in French three times from April 2015 to March 2016. In all, 39 participants from rural and urban areas were trained as Mental Health First Aiders. In addition, 15 people attended the course on Mental Health First Aid for Adults who Interact with Youth ages 12 to 24. The "Mental Health First Aid" program aims to improve mental health literacy and provide the skills and knowledge to help people better manage potential or developing mental health problems in themselves, a family member, a friend or a colleague.

Mapping mental health services

Santé en français has mapped mental health services provided in French for all of Manitoba. This achievement came as the next step to the inventory of mental health services in the province compiled during the previous year. We expect this tool to be helpful to the Francophone population, including newcomers.

Grants for bilingual nurses: a good head start!

In 2015-2016, 10 recipients received \$2000 grants offered through the Nurses Recruitment and Retention Fund. To qualify, an applicant had to be a bilingual nurse with a valid practice licence, be newly hired to fill a full-time position (0.6 FTE or higher) where proficiency in French was required, and accept and comply with the conditions of a 12-month return of service commitment. This initiative was made possible through the collaboration of Santé en français and its partners.

In 2015-2016, Santé en français delivered two projects to improve access to mental health services: training in "Mental Health First Aid" and the mapping of mental health services available in French.



Workshop on mental health first aid for adults

An influence extending beyond Manitoba!

Synergies with Société Santé en français (SSF)

Our membership in Société Santé en français and the support we derive from it account for much of our success. For our part, we take advantage of available opportunities to give something back to this critically important network, based on our skills and ability. In 2015-2016, we sat on three of SSF's working committees that are moving forward with national and provincial priority issues. We have contributed to the work of the following committees: Planning winning conditions for Active Offer; Integrating the linguistic variable in data collection; Standards of care and linguistically appropriate services. Note that a position statement on the active offer of French-language health services for Francophone and Acadian minority communities was adopted by Société Santé en français and Canada's French-language health care networks.



Manitoban delegation to the SSF's Connexion 2015 Conference with no other than Sarah Bowen

Communications to develop closer ties with the population

Santé en français's communication strategy continued to focus proactively on its priorities. During the year, you will have noticed our strong presence in the local weekly papers and social networks. In addition, our website, which is updated on a regular basis, provides you with information on our activities.

The Santé en français Resource Centre

To promote access to a greater variety of French-language health 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

In order to increase French-language health care and social services delivery, "French in Health Care Settings" or "Oral French" courses are provided to staff at designated bilingual and Francophone health facilities, Regional Health Authorities and social service agencies in Winnipeg and rural areas. Through our partnership with the Université de Saint-Boniface (USB), a total of 167 students, including 142 working in health and 25 in social services, have registered for French-language training, from beginner to advanced levels, in Winnipeg and rural areas.

Distance learning through MB Telehealth was provided in 11 rural locations: Eden, Eriksdale, La Broquerie, Portage la Prairie, St-Pierre-Jolys, Ste. Anne des Chênes, St. Claude, St. Jean Baptiste, Sprague, Steinbach and Winkler.

In addition, three students, including two from St. Boniface Hospital and one from Southern Health-Santé Sud participated in the Élan program (Intermediate level 4).

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. We have translated 659 documents (461,128 words), including 612 documents (394,835 words) for health services and 47 documents (66,293 words) for social services.



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 positions. In total, 181 language assessments were performed.

Career promotion and recruitment

Santé en français has developed various strategies to encourage young people to pursue careers in health and social services and facilitate the recruitment and retention of bilingual human resources. This service supports designated bilingual and Francophone health and social services facilities, Regional Health Authorities and social service agencies in their efforts to meet the demand for staff able to provide French-language services. Our strategies include participating in many career fairs, establishing contacts with students and professionals in Manitoba and elsewhere, and partnerships with post-secondary institutions and the Consortium national de formation en santé, a national consortium established to improve access to French-language training in health and social service professions. Our approach in Manitoba included initiatives targeting high school and post-secondary students enrolled in a health program.

During this exercise, Santé en français delivered 12 career promotion presentations in schools in the Franco-Manitoban School Division and immersion schools in Manitoba. Also, the Winnipeg School Division's immersion day provided Santé en français with a unique opportunity to deliver a presentation on health careers and participate as an exhibitor. Further, Santé en français promoted Journée Découverte [Discovery Day], which was organized for high school students by the Canadian Medical Hall of Fame at the University of Manitoba. Not least, we once again participated in the Brandon Career Symposium and exhibited educational materials at the Conférence annuelle des Éducatrices et éducateurs francophones du Manitoba [Manitoba Francophone Educators' Annual Conference].

In addition, Santé en français maintains a close partnership with the Université de Saint-Boniface's (USB) Health Sciences and Social Services programs. The recruitment event to encourage graduates from its two Nursing Programs to consider a career in the Southern Health – Santé Sud region was held for a second year. On October 1, 2015, 29 students toured five facilities in the region: Ste-Anne Hospital, the Centre médico-social De Salaberry District Health Centre, the Saint Claude Health Centre, the Notre Dame Hospital and Foyer Notre Dame. As a result of this visit, 74% of them said they would choose one of these facilities for a clinical placement, and 89% are considering the region to launch their careers. The visit also gave 85% of participants the opportunity to learn more about the importance of French-language services. Finally, the tour inspired 96% of them to consider a bilingual position. Last year 8 graduates accepted a position in this region.

With respect to the graduates of the Social Services Program, Santé en français participated in a meeting with USB's École de service social and Southern Health – Santé Sud to study the feasibility of internships in rural areas. Finally, our collaboration with USB gave us the opportunity to deliver a speech on French-language services at a reception hosted by the CNFS – USB component that brought together students and bilingual medical residents, who were there with their preceptors.

In terms of recruitment and career promotion at the national level, Santé en français participated in the Society of Rural Physicians of Canada's annual conference with the support of the Physician Resource Coordination Office and the Office of Rural and Northern Health; career fairs or recruiting events at the University of Moncton, University of Ottawa and Laurentian University; fairs held in the context of the Congrès annuel de médecine des médecins francophones du Canada and the Forum de médecine de famille [Francophone physicians' annual medical convention and the Family medicine forum], in partnership with Manitoba Health and the Office of Rural and Northern Health.

As a result, contacts were established with 179 students outside Manitoba about to graduate within a year or two, and with 41 health professionals who were considering working here. These contacts have been shared with our partners.

The many recruitment and training strategies of Santé en français help expand access to French-language health and social services in Manitoba!

Report of the Independent Auditor on the Summary Financial Statements

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, 2016, 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, 2016. We expressed an unmodified audit opinion on those financial statements in our report dated June 23, 2016.

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, 2016, are a fair summary of those financial statements, in accordance with Note 1.

BDO Canada LLP

Chartered Accountants
Winnipeg, Manitoba
June 23, 2016

Summary Statement of Financial Position

As at March 31	2016 \$	2015 \$
Assets	262,412	271,617
Liabilities	66,582	92,673
Net Assets	195,830	178,944
	262,412	271,617

Summary Statement of Operations

For the year ended March 31			2016 \$	2015 \$
Revenue				
Grants and subsidies				
Province of Manitoba	- Canada - Manitoba Agreement		310,225	297,050
	- Manitoba Child and Family Services		42,200	42,234
	- Manitoba Health		234,591	238,530
Société Santé en français/Health Canada	- Health promotion		38,206	41,774
	- Linguistic training and cultural adaptation (RH+)		10,000	-
	- Mental health		21,400	21,900
	- Networking		163,739	163,739
	- Service organization		54,580	61,645
Self-financing revenue				
	- Forum		-	20,728
	- Interest and other		7,216	5,223
	- Training registrations		9,765	9,420
			891,922	902,243
Expenses				
Advertising and website			15,309	16,794
Annual meeting			6,622	5,941
Audit			8,415	7,330
Bank charges			185	342
Books, magazines and documentation			768	47
Equipment			3,193	8,560
Equipment rental and other			4,929	4,929
Forum			-	20,898
Insurance			1,673	1,673
Language training			55,911	61,725
Memberships			1,099	966
Printing, postage, stationery			3,740	9,488
Recruitment			79,525	80,402
Rent			32,724	31,839
Representation and meetings			4,409	16,490
Resource persons			109,057	87,838
Salaries and benefits			392,696	373,867
Service contracts			22,661	22,025
Staff training			104	2,758
Telephone, fax, Internet			2,761	3,227
Testing			15,297	4,785
Translations			107,787	118,946
Travel			6,171	7,701
			875,036	888,571
Excess of revenue over expenses for the year			16,886	13,672

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 detail 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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2013-2018: Education, Immigration, Communities.

Santé en français would also like to thank the
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and Manitoba Child and Family Services.



ÊTRE BIEN DANS SA LANGUE

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