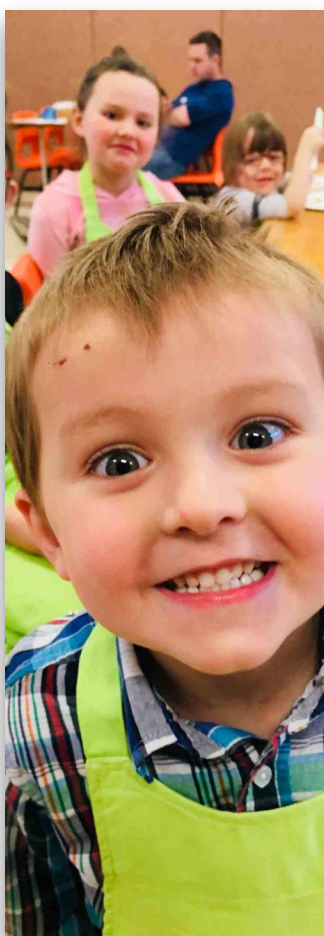


2017-2018 ANNUAL REPORT



The PEI French Health Network is a non-profit organization that collaborates with various partners in order to improve access to quality French-language health services and programs for Prince Edward Island's Acadian and Francophone population.



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THE HEALTH NETWORK CONSISTS OF MEMBERS FROM FIVE SECTORS:

- the Acadian and Francophone community of Prince Edward Island
- health professionals
- health service managers
- educational facilities
- policy makers

OUR VISION

The Acadian and Francophone community of Prince Edward Island flourishes by benefiting from quality French-language health services and programs.

OUR VALUES

- Base partnerships on a relationship of trust and mutual respect
- Select projects that are developed by consensus
- Be flexible when it comes to local realities
- Exercise our power of influence in an apolitical fashion
- Exercise visionary, unifying leadership

The PEIFHN is one of 16 networks that make up the Société Santé en français.

COMMUNITY MEMBERS

- **Johanne Irwin**, Co-chair (until September 2017); health professionals' representative
- **Gabriel Arsenault**, Vice-chair (until September 2017) and Co-chair (from September 2017); youth representative
- **Rose Delaney**, Vice-chair (from September 2017); seniors' representative
- **Claude Blaquière**, Treasurer; seniors' representative
- **Marie Dionne-Sullivan**, women's representative
- **Paul Young** (from September 2017), health professionals' representative
- **Carole Gallant**, parents and early childhood representative
- **Josée Gallant-Gordon** (until September 2017), health professionals' representative
- **Geneviève Gervais-Cadrin** (from September 2017), health professionals' representative
- **Colette Aucoin** (until September 2017 and from January 2018), Société éducative de l'Î.-P.-É.
- **Jennifer McPhee** (from September 2017, until January 2018), Société éducative de l'Î.-P.-É.
- **Aubrey Cormier**, Société Saint-Thomas-d'Aquin

GOVERNMENT MEMBERS

- **Véronique Duguay**, Co-chair; Acadian and Francophone Affairs Secretariat
- **Tracy Chiasson-Lawlor**, Secretary; Social Programs and Seniors
- **Stéphane Labrosse**, Primary Care
- **Yvonne Deagle**, Acadian and Francophone Community Advisory Committee
- **Gayle Lamont**, Long-Term Care
- **Matt Bourque**, Child and Youth Services
- **Jennifer LaRosa**, Planning and Evaluation
- **Vacant position** (until September 2017) **and Dr. Kim Critchley** (from September 2017), Home Care and Mental Health and Addictions Services

STAFF

- **Élise Arsenault**, Executive Director of the Health Network
- **Patricia Richard**, Assistant Director of the Health Network

MESSAGE FROM THE CO-CHAIRS



VÉRONIQUE DUGUAY
GOVERNMENT CO-CHAIR

The PEI French Health Network (Health Network) continues to work with its partners to increase the offer of quality health services in French and make them more accessible.

Given the recent signing of a funding agreement between the federal government and the government of Prince Edward Island for investments in home care and mental health services, the Health Network was able to strengthen its collaboration with the Department of Health and Wellness. After being invited by the Health Network to designate a representative to sit on its Board of Directors, the Department of Health and Wellness, for the first time, appointed its deputy minister as delegate to represent home care, mental health and addiction services.

During the reporting period, a significant amount of work was carried out to improve access to French health services for

seniors. Dr. Michael K. Corman, principal advisor for seniors' health with the Department of Health and Wellness, presented the items outlined for the new *Seniors Health and Wellness Action Plan* at the AGM of the Health Network in September 2017. The Health Network supported the Department in the organization of consultations with Francophones during four focus groups.

In an effort to increase the offer of French health services in long-term care facilities in Charlottetown and benefit from the knowledge acquired during the establishment of a bilingual neighborhood at Summerset Manor, the Health Network continued to collaborate with Beach Grove Home in Charlottetown. The facility created a bilingual corridor with 11 beds and started the process of increasing the capacity of its human resources.

Given the importance of bilingual human resources in the offer of French services to the population, the Health Network continues to support health professionals by providing them with resources and support. In addition, the online Bilingual Service Provider Directory remains an important reference tool to inform the public on French health services. The Health Network also regularly collaborates with its partners, including the Collège de l'Île and the Coopérative Le Chez-nous, to create strategic approaches aimed at increasing access to human resources.

We would also like to mention that the members of the Board

of Directors participate in the work and initiatives of the Santé en français movement. The Health Network personnel as well as six of its members attended the Rendez-vous Santé en français and the AGM of the Société Santé en français in Ottawa last November. The former Community Co-chair of the Health Network sits on the Board of Directors and the Executive Committee of the Société Santé en français.

The Health Network also participates fully in the work of the Réseau des développeurs (Developers' Network) and signed a commitment contract on the implementation of the *2017-2027 Community Development Plan*.

In conclusion, we want to express our appreciation to all members of the Board as well as the Health Network personnel without whom we would not have been able to carry out this important work.



GABRIEL ARSENAULT
COMMUNITY CO-CHAIR

MESSAGE FROM THE STAFF

The year 2017-2018 was an important planning year for the Health Network. To align its work with the local priorities and the broad national directions of the Santé en français (SSF) movement, the Health Network continued to participate in the planning stages, along with the SSF, in order to establish directions in line with the new *2018-2023 Action Plan for Official Languages*. The Health Network's main initiatives for the next five years have been determined, prioritized and proposed.

This year, significant efforts have been made to identify a model to improve access to home care services in French. The Health Network collaborated with the SSF, Université de Sherbrooke, Université de Moncton and a consultant here in Prince Edward Island to identify and adapt a

model to the Island Francophone context. This new model will guide the efforts of the Health Network in the new Action Plan for the next five years.

The Étoile Santé campaign, in its fourth year, continues to serve as a model to value, recruit and promote health professionals who provide French-language health services. A major event took place on March 2 when the Health Network held its second edition of the Étoiles Santé Gala during its bilingual employee day. During the event, the second Prix Étoile Santé was awarded to Dr. Nadine Arsenault-Samson for the quality services she provides to the Island Acadian and Francophone population. The Health Network was also honoured by the presence of Senator René Cormier who addressed the

participants. A new partnership was created with the Francophone network Planetree, specializing in person-centered care. With the support of the Secrétariat aux relations canadiennes du Québec, health care providers were able to attend a workshop on this approach.

Given the significance of mental health, the Health Network has continued to collaborate with the facilitators of the *Mental Health First Aid* course to make this important training accessible to Island Francophones. The Health Network pursued its partnership with Health PEI and the Prince Edward Island Division of the Canadian Mental Health Association to increase resources and access services available in French.

Finally, the Health Network piloted the Café de Paris training program in three health facilities. This innovative approach, adapted from the New Brunswick health authorities' model, not only increases the active offer of services in French in various establishments but also provides staff with opportunities to receive personalized language training.

We would like to express our appreciation to the Health Network Executive and Board of Directors for their confidence and for the time invested in moving our projects forward.



ÉLISE ARSENAULT
EXECUTIVE DIRECTOR

PATRICIA RICHARD
ASSISTANT DIRECTOR



ÉTOILE SANTÉ CAMPAIGN

In December 2014, the Health Network launched the Étoile Santé campaign to raise awareness, promote and recruit health professionals who offer French-language health services in Prince Edward Island.

The initiative invites Islanders to nominate health professionals who actively offer French-language health services in Prince Edward Island. Once a month, a health professional who has distinguished himself/herself is recognized in an article published by the province's French newspaper, *La Voix acadienne*. These individuals are also acknowledged in various English newspapers such as *The Guardian*, *Journal Pioneer* and *The Buzz*.

Andrea Bernard

Andrea Bernard, a public health nurse in West Prince, already knew she wanted to work with babies when she was in grade 10 at École Évangéline. "I love what I do. I obtained my diploma from the University of PEI in 2005. I worked in pediatrics and maternity, and I was also part of the float team at Prince County Hospital for a year. Then I moved to Western Canada. I worked in British Columbia for a year and in Alberta for four years."

After a few years in the western part of the country, she felt a sudden urge to move back to Prince Edward Island. "I worked as a public health nurse in Prince County and a registered nurse at Stewart Memorial in Tyne Valley. After that, I taught the Practical Nursing program at Collège de l'Île."

Andrea loves working with new families and their babies. "My days are full. Every week, I get one or two families with newborns added to my schedule. When a mom leaves the hospital with her newborn baby, I organize a



home visit. During these visits, I evaluate both baby and mom. I answer any questions new parents may have, and I evaluate their needs. I'm there to support them."

Besides working with young families, Andrea Bernard holds immunization clinics and child development assessment clinics. She also offers school health services, facilitates communicable disease follow-ups, and performs various other tasks, all related to public health.

Andrea Bernard is bilingual and she likes speaking French as part of her work. "I know from experience that it's important to be able to speak one's own language when talking about our health. I've seen the relief on a client's face when I spoke French to her, so I don't hesitate to offer French-language services when I think a client speaks French. That's how we meet a client's needs and offer client-centred services," added the friendly, cheerful nurse.

Nancy Richard

Nancy Richard is originally from Saint-Louis, in the West Prince area. The primary care nurse is part of the Summerside Harbourfront Health Centre team. Also, once every two weeks, she sees patients in a walk-in or appointment clinic at the Evangeline Health Centre in Wellington. "Because I speak French, I was assigned to the Evangeline Area. I am very happy because I can practice my French at work. Our responsibilities in primary care include health promotion, disease prevention and support for patients with chronic diseases, helping them to live as comfortably as possible. We do a considerable amount of education with our clients, so communication is very important. I have to talk to them to understand their situation, and then plan realistic changes with them." A few of the chronic diseases that Nancy treats are diabetes, high blood pressure and a variety of chronic obstructive pulmonary diseases such as emphysema.

Of Acadian descent on her mother's side, Nancy was always attentive when her mother spoke French with her own mother and other members of her family. A graduate of the French immersion program, Nancy went on to study nursing and received her degree in 1998. "I have always been proud of being able to speak French, helping out when I can. I remember an older lady who was in the intensive care unit when I was there. She spoke very little English, and the nurses were finding that the answers she was providing weren't appropriate. When I started talking French to her, she instantly answered all questions very clearly. I believe it made a huge difference in her care."

"In primary care, there is a high level of autonomy. Sometimes I feel as though all the experiences that I have gained in life helped me prepare for this job," affirmed the friendly and attentive nurse. It is because of her human qualities and job-related skills that Nancy Richard received the PEI French Health Network's Étoile Santé award.



Lyanne Bernard

Lyanne Bernard is a public health nurse. “I always wanted to be a nurse. My goal was to work in public health. I would even dream about having the job I have now. When the public health nurse position became available at the Evangeline Health Centre, I applied and got the job. It’s like a dream come true. I really love my job!” admitted Lyanne Bernard.

A public health nurse’s duties are multiple and varied, and they aim to promote, protect and preserve individual, family and community health. Her relationship with her clients begins at birth. “When babies are born in my service area, they get referred to me. I visit families at home to evaluate the baby, mother and family. I’m there to answer any questions parents may have and to support them.”

At the health centres in Wellington and Tyne Valley, Lyanne Bernard offers health clinics targeting preschool children. She checks children’s growth, development, vision and hearing, and is responsible for immunizations, according to the province’s immunization schedule. Furthermore, she is a school health contact for four schools. Lyanne also provides education and services pertaining to adult immunizations.

I have to say that it gives me great pleasure to work in French in my community. In the past, in my previous jobs, I met families who did not speak French and who spoke very little English. I would always wonder if people understood the instructions clearly, even if I had an interpretation service. It’s important to receive services in our own language,” explained Lyanne Bernard.

Friendly and cheerful, Lyanne Bernard maintains a relationship of trust with her clients, which develops over the years. “It’s a privilege for me to offer these services and to establish ongoing relationships,” affirmed the devoted Étoile Santé, who is doing her much deserved dream job.



Isabelle Bernard

Isabelle Bernard is the bilingual administrative assistant and receptionist at Summerset Manor in Summerside. Her role is equally essential in a facility such as the Summerset Manor, where she supports administrators, activity coordinators, the various departments, as well as residents and their families.

Isabelle, who likes to be useful in all that she does, studied at Collège de l’Île in the bilingual administrative assistant program. “I started in September 2015, and graduated in June 2016,” explains the young lady. In July 2016, she accepted an administrative assistant position at the Summerset Manor. “At first, I was only on call. They couldn’t promise me a minimum number of hours, but as soon as I started, I was already working full weeks almost,” recalls Isabelle.

But then the administration decided to designate a bilingual administrative assistant position, because of the bilingual neighborhood established at the manor a few years back. The position was announced in October 2016. “I applied, but I didn’t think I’d get the job because



I had just started. But they called me for an interview, and I got it. I started working full-time in December 2016.”

In her workplace, Isabelle is known for her efficiency, as well as her ability to always make herself available to carry out pressing tasks. “I do all sorts of things to help my colleagues. I also look after personal finances by helping residents and their families with budget management.”

This welcoming and resourceful Étoile Santé, who is often the first point of contact for the public and families, is happy to be able to offer services in both languages. She can answer people’s questions, and direct them to the appropriate services. She knows the families of French-speaking residents, and is more than happy to speak to them in their language. “I know that it’s important for them to be greeted in French, and it can also reassure them to know that French-speaking individuals are present in their loved one’s environment.”

Andrew MacDougall



Andrew MacDougall is the provincial director of long-term care. Serving as administrator of homes for almost a year made him realize how important it was for Francophone seniors to have access to services in their own language.

“On several occasions, I have witnessed or was informed of situations where having a Francophone staff member could have made a difference for clients. That made me understand that offering services in French was not just a courtesy, but an obligation to our clients. That’s why I was pleased to accept the Health Network’s invitation last year to discuss improved access to French-language services for our Francophone residents,” he explained.

For this motivated administrator, one way to improve services would be to create a bilingual section within the Beach Grove Home. “I observed with great interest the initiative of Summerset Manor in Summerside, where a bilingual neighborhood was established. We will be adapting the concept for our establishment,” indicated Andrew MacDougall.

A French immersion graduate from Bluefield High, Andrew MacDougall first studied Business Administration at the University of Prince Edward. He then went to Scotland, where he obtained a Master of Business Administration. When he got back to Canada, he specialized in health administration and completed a master’s in this field at the University of Ottawa.

He never lost his interest for the French language. “I was able to finish my studies with a solid level of bilingualism and I didn’t want to lose everything. I started taking evening classes at Collège de l’Île, in collaboration with the provincial public service.”

“The language of communication and the feeling of being understood are fundamental aspects of a person’s well-being. We are dedicated to creating a bilingual environment to be able to better address the needs of Francophone residents. I am lucky to be surrounded by team members that understand that. Their efforts are needed to carry out the project,” declared the administrator, who is a French services champion for seniors.

Kristian MacDonald

There are three ear-nose-and-throat specialists in Prince Edward Island – but Dr. Kristian Macdonald is the only one who speaks French, which he does with pride and ease. He practices at the Summerside Medical Centre. Kristian Macdonald grew up in Charlottetown. After graduating from the French immersion program at Charlottetown Rural, Dr. Macdonald started his post-secondary studies at the University of Prince Edward Island. “I studied science for two years at UPEI before completing my studies in pharmacy at Memorial University. After working as a pharmacist in PEI for two years, I decided to enroll at the Dalhousie Medical School.” After his doctorate, he furthered his training for five years to specialize.

In 2011, he decided to pursue his studies to sub-specialize in head and sinus oncology. In 2012, he was unable to find a job in the Maritimes, so he accepted a position in Ottawa, while completing a Master’s degree in Epidemiology.

Even though he studied in English, Kristian always maintained an interest for the French language. “In Ottawa, I had several Francophone clients, so it really helped me improve my French. When our first child was born, I made a conscious decision that he would go to school in French, and I started talking to him more frequently in French. When we arrived in Summerside at the beginning of 2017, we registered our son in kindergarten at a French school.”

Dr. Macdonald estimates that 5-10% of his patients speak French. “Sometimes I find out by overhearing them talk to each other, for example if a mother speaks to her child in French; other times I hear the hint of a French accent. They are generally surprised, happy and relieved to learn that they can speak their first language and be understood. This is especially true with kids.” Dr. Macdonald’s name was submitted to the PEI French Health Network’s Étoile Santé campaign by a grateful mother.

Clearly very competent in his field, the doctor is perhaps best known for his kindness and his excellent listening skills – in both of Canada’s official languages.



Megan Arsenault

Megan Arsenault is the bilingual medical secretary at the Harbourside Health Centre in Summerside. Originally from St. Edward, this Westisle Composite High School graduate completed the Medical Administrative Assistant program at CompuCollege.

“I was in French immersion at school. I did my medical secretary course in English, and for eight years after that, I worked at the Summerside Animal Hospital, mostly in English,” indicated the young woman. At the animal clinic, Megan would notice people conversing in French and speaking to their animals in French, but she didn’t have enough confidence in the language to start a conversation. “When I saw that they were looking for a bilingual medical secretary at the Health Centre, I decided to apply. I went for an interview and started working two weeks later. It’s a designated bilingual position, and I always have the little Français/English sign on my desk. I want to practice my French. I listen to the radio in French, I read in French, and I have been taking evening French classes since I started working here.”



Thanks to the new health card functionality, a client’s preferred language appears on the card, and is registered in his or her file. If clients have indicated wanting to be spoken to in French, Megan speaks French to them. Megan realizes that people hesitate to speak to her in French, so she actively offers bilingual services. “I know that being served in the language of their choice can make a big difference for those who have health-related questions. I can at least welcome them and help them feel less alone in the waiting room and in their situation.”

“The other day, a mother came in with her son. When the boy saw my sign, he pointed it out to his mother. He wanted to speak French because he was in French immersion, so I started talking to him in French. It was a special moment,” she recalled.

Thanks to this ‘special moment’, Megan, the cheerful secretary with a welcoming personality, probably reinforced the confidence and pride of this boy’s capacity to speak French, while showing him that she respected his language of choice.

Samantha Arsenault



Samantha Arsenault, who works in surgery and restorative care at the Prince County Hospital, has considerable nursing experience. This hard-working individual discreetly and efficiently helps her patients get well after surgery. “We offer diverse care. I am in charge of dressings, IVs, and doses of medication as directed by the doctor. I also watch for signs of recovery or, on the contrary, signs of a problem. I really like my work,” indicated Samantha.

Samantha graduated from École Évangéline in 2006. She continued her education in nursing at Université de Moncton. “When I was in grade 12, I decided to study in the health field because I value healthy living. And also, when I was very young, I had open heart surgery and had to be monitored closely for a long time. I think it influenced my career choice because it made me realize the importance of being healthy.”

Samantha Arsenault received her Bachelor of Science in Nursing degree in December 2010. “I started to work in Prince County Hospital’s medical and palliative care unit. After my maternity leave, I applied for a permanent position in surgery. I’ve been there since August 2013, except for another maternity leave and a teaching contract at Collège de l’Île.”

In addition to all these skills, Samantha Arsenault also speaks French. “I enjoy being able to speak French to the patients in my unit, but I am also called upon to go to the Emergency Department or other areas of the hospital to serve as an interpreter. I like doing that. It’s important to understand and to be understood when there’s an accident or health issues, as much for the patient as for the people with him or her,” indicated Samantha Arsenault.

When she tells people what she does for a living, they often respond: “It takes a special person to be a nurse.” This efficient and reliable professional is certainly living proof of that.

Katia Lavictoire



Katia Lavictoire is an electroneurophysiology technician. She specializes in the recording and study of the electrical activity of the brain and nervous system. Each day, she carries out electroencephalography (EEG) recordings, a test that measures the brain activity of patients, with the help of electrodes placed at strategic points on their head.

Katia Lavictoire is originally from Clarence Creek, a small city near Ottawa. After high school, which she completed at the age of 17, she registered at La Cité, the largest French-language college of applied arts and technology in Ontario. She studied general sciences during her first year, and then registered for the neurodiagnostic technologist program.

“It’s a great program and a wonderful career. I completed my training in May 2016, and started looking for work. I was willing to go pretty much anywhere,” explains the young woman. It was in August 2016 that Katia got her first job at the Queen Elizabeth Hospital in Charlottetown and moved to Prince Edward Island.

“I love my work! I spend at least an hour with each client, because I need to prepare the patient, measure his or her head in order to correctly place the electrodes, do the exam which takes 30 minutes, and finally, remove the electrodes and prepare the patient for discharge. The work is very technical, but I also have a chance to have close contact with people, which is something I really like.”

Katia speaks French with clients when the opportunity arises. “Sometimes I have clients who speak French. Every time I have a Francophone patient or family member who speaks French, I can feel their sense of relief when they find out I can speak their language. We have a more natural relationship,” affirmed the young woman.

Katia Lavictoire really likes her life on Prince Edward Island. “I like the beauty of the Island, and I love the beaches. I enjoy running, and I have been discovering my creative and artistic side as well. I feel lucky; the people here are very welcoming and extremely generous,” declared the young smiling professional, who also generously offers her services to others.

Michelle Andrews

Since 2005, Michelle Andrews has been working at the Western Hospital in Alberton, where she loves having the opportunity to speak French. “The French language is very important to me and my family, and I enjoy speaking it. My daughter attends École Pierre-Chiasson, and we converse in French at home,” indicated Michelle, a friendly and dynamic individual.

These two qualities are part of the assets she brings to the table when on duty. “I mainly work nights, running the emergency department with a paramedic within a collaborative model of emergency services. We greet the individuals seeking assistance and can call a physician if a case demands medical expertise. I love what I do. My work requires a sense of responsibility, good communication skills to evaluate each situation, and the ability to make quick decisions in the best interest of the patient. When necessary, you must also be able to describe the situation as accurately as possible to the doctor on call so he can recommend the proper treatment. I live in the area and know the residents fairly



well, which helps me determine if I should be asking questions in French or in English,” indicated the young lady.

Michelle’s job involves a wide range of tasks. “When you work in a small hospital, you should expect to do a little bit of everything. You must quickly adapt to various situations. I’m often called upon to help out in the unit of hospitalized patients or to assist if a French-speaking person is needed. It’s essential for patients to be clearly understood. It can make a world of difference in someone’s health, and it’s very important to me that people be well taken care of. And I really like to talk, especially in French,” indicated the nurse, who is very proud of her nomination as one of Prince Edward Island’s Étoiles Santé.

“I make it my mission to treat my patients well and to take good care of them. It’s a very demanding career, but it’s also helped me take care of myself. It stimulates me and makes me very happy,” says the nurse, who does indeed exude an infectious joie de vivre.

John Morash



Dr. John Morash is a good listener; he is also easy to talk to and great at working with the elderly: this is what allows him to offer impeccable service, both at the emergency department and in his Summerside office. He always tries to be aware of the slightest indication that a patient is Francophone, and if so, he speaks to the patient in his or her language.

This family physician, who is originally from Nova Scotia and completed his degree in 2011, set up practice at the Summerside Medical Centre in 2015. He also spends one day a week at the Prince County Hospital emergency department, a hospital he perceives as being the best one he has worked in.

His father was a French teacher, so he was destined to learn the language. “I’m the only one in my family who’s not a teacher,” joked Dr. Morash. He was able to perfect his French while attending a French immersion school from grades 7–12 and during his family medicine residency in Fredericton, from 2011 to 2013, where he served a bilingual clientele. For him, speaking French is a way to serve his patients better. “Canada is a bilingual country, so it’s very important. Some people cannot express themselves in English. If I can speak French, we don’t have to play the telephone game; no words will be changed, and we will understand each other,” he explained.

After studying at Dalhousie University in Halifax for 10 years, he travelled to Newfoundland and Labrador as well as Canada’s northern territories, before settling on PEI with his wife Rebecca Schaefer, who is also a doctor.

At the hospital, he is also Vice President of the Medical Staff Committee, and he sits on the Education and Infection Control Committee. In the community, people appreciate Dr. Morash for his very respectful approach and his accessibility. The French Health Network named him an “Étoile Santé” after being recognized by a Francophone Islander. This woman was deeply affected by the services her parents received from Dr. Morash when she took them to the emergency department, because he took the time to explain to these elderly people what was causing their pain. “I never forgot his attitude and the respect he had for my parents,” she said regarding this devoted health professional, who is attentive to the needs of his clients.



On March 2, 2018, the PEI French Health Network (PEIFHN) held its second ÉTOILES SANTÉ GALA as well as the AU COEUR DU SERVICE (At the heart of the service) conference at the Centre Belle-Alliance in Summerside. We rolled out the red carpet to welcome the 45 participants, who took part in the Marche aux Étoiles Santé (Étoiles Santé march). Émilienne warmly welcomed them for coffee and mingling.

Acadian Senator René Cormier then gave a conference on the importance of language and culture in health care service delivery. Through examples where arts, culture and language had a significant impact on the quality of health care, he reinforced the importance of always putting people at the heart of service delivery.



Following this, Catherine Wilhelmy, a dynamic facilitator with the Francophone network Planetree, offered a workshop entitled *Offrir des soins et des services centrés sur les personnes – l'expérience qui nous rassemble* (Providing person-centred care and services – a unifying experience). The workshop was made up of experiential activities (the marshmallow challenge), exchanges and reflections focussed on awareness and action. Planetree is recognized as a global leader for the quality of its person-centred care approach.

The Étoiles Santé Gala was then held, to celebrate all

CONFERENCE AND ÉTOILES SANTÉ GALA

health service providers and to recognize those whose nomination was submitted as part of the Étoile Santé campaign. It provided an opportunity to reflect on the success of the Étoile Santé campaign since it began in December 2014, and to recognize the health professionals who provide





French-language services. Lunch was served, those whose nomination was submitted were identified, and the winner of the Étoile Santé award was announced. Dr. Nadine Arsenault-Samson won the award, having received the most nominations. She was presented a work of art entitled “Prix Étoile Santé”, by artist Noëlla Richard. All health service providers were honoured in a video of the song “Les Étoiles Santé”.

Participants were then able to visit personal and professional development booths and take part in an interactive

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workshop at Studio Galaxie entitled: *La personne au cœur du service* (Putting people at the heart of service delivery). In a Hollywood Studio-type of atmosphere, Catherine Wilhelmy, in the role of producer, facilitated the workshop, following skits about situations at the emergency department dealing with language barriers and a lack of person-centred services. Helen Bergeron and Albert Arsenault played the client and family member. The challenges they encountered were presented in a humorous way, but were based on actual situations that reflect the Island’s minority Francophone context. Workshop participants really



enjoyed the comedians, and the skits generated great discussions.

All participants received two Étoile Santé pins in appreciation for their participation, with the following message in French:

*I offer you this Étoile
Santé in recognition of your
person-centred,
French-language health
services. This pin symbolizes
your commitment and
leadership. Wear it proudly!*



HEALTH STUDENTS

To increase entries in the health student database, the PEI French Health Network (PEIFHN) has been offering, since 2014, two \$1,500 bursaries per year to Francophone or Francophile students from Prince Edward Island enrolled in a post-secondary health program.

“It is very important for Francophones to be able to express themselves correctly and to feel comfortable explaining their symptoms, so that they can be understood... and it is also important for the protection of our Francophone language and culture.”

Luc Arsenault, student

In addition to the chance of winning \$1,500 to help with their tuition fees, students are automatically added to the PEIFHN’s health student database. In 2017–2018, 45 students registered in health programs such as medicine, kinesiology, psychology and several others. With the students’ permission, the PEIFHN shares the information with the Recruitment and Retention Secretariat so that youth are informed about internship and employment



opportunities in Prince Edward Island in the hopes that they remain or return to the Island to provide French-language health services to Islanders.

The two bursary recipients for 2017–2018 were Luc Arsenault from Cap-Egmont, who is studying science at Université Sainte-Anne with a view to becoming a doctor, and Victoria MacDonald from Souris, who is currently enrolled in the psychology program at the University of Prince Edward Island with the goal of becoming a psychologist.



HEALTH PROMOTION

Following a call for proposals for health promotion projects to help empower individuals and communities to take ownership of health and wellness in French, the following eight groups and organizations in Prince Edward Island were identified for support by the Health Network:

CENTRE DE LA PETITE ENFANCE L'ÎLE ENCHANTÉE

Creating a stimulating environment for our children's global health!

In an effort to support the overall development of the child and to encourage physical activity and communication, new play structures were built. These structures allow children to learn to use their body to climb, slide and crawl, while using their imagination to create their own world outside.



LA COOPÉRATIVE D'INTÉGRATION FRANCOPHONE DE L'Î-P.-É.

Exchange and resourcing for newcomers

Seven newcomers participated in activities at the Village des Sources based on the cultural education model. This model supports a feeling of belonging as well as the active contribution of an individual in his or her personal and collective development. This activity led to openness, closer relations and the creation of new friendships, in order to encourage integration and break the isolation, thus reducing the risk of stress, anxiety and depression for this at-risk population.





CAP ENFANTS

What's cooking?

The purpose of this initiative was to develop food economy and autonomy programs through educational cooking activities, to promote healthy eating and healthy living, to encourage and promote discussions on food security and the fight against poverty, and to break down the isolation and social exclusion. The program allowed participants to pool their time and skills together to undertake, in four stages (planning, buying, cooking and evaluation), the preparation of economical, healthy and delicious meals. A total of 51 children and 57 adults participated in six sessions that were held in Charlottetown and Evangeline.

VILLAGE DES SOURCES L'ÉTOILE FILANTE

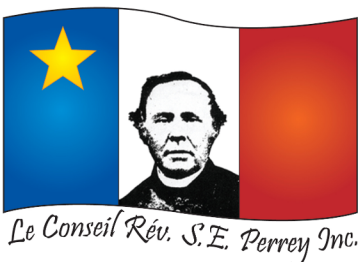
Personal and social development camps for French immersion students

Two intensive personal and social development camps were held for 53 French immersion students in grades 4 and 5. Through these camps, students were able to have a bonding experience and reflect on inclusion, bullying and human relations in their second language, French.



CONSEIL RÉV. S.-É.-PERREY

Maplewood Coffee Shop



Over an 8-week period, the school-community centre collaborated with O'Leary Community Hospital and Maplewood Manor in Alberton to offer 16 sessions of Survival French during working hours. A total of 22 health service providers and a few residents of the long-term care home participated. Once a week, they spent their lunch hour learning French with their colleagues and enjoying a healthy meal prepared especially for them. All health service providers received toolkits to help them increase their offering of services in French.

RDÉE

Gardens for the future

With the help of the youth services co-op “Les Bons travailleurs”, this project helped the province’s Early Years Centres grow small vegetable gardens and cultivate young plants. It allowed the centres to make children more aware of the importance of healthy eating and help them understand where the food they consume comes from. The province’s six Francophone Early Years Centres each received a raised bed, as well as a second children’s picnic table. Four of the six centres also received a water barrel and platform to help with the watering of the gardens. Furthermore, all centres received training to ensure the children fully understand the gardening process.



COMITÉ DE PARENTS DE L'ÉCOLE FRANÇOIS-BUOTE

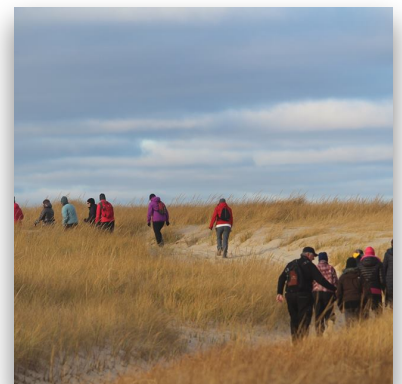
Cycling for health!

Three Spark stationary bikes were purchased and installed in the school to give children the necessary tools to better manage their emotions. These bikes were specifically developed to encourage students to remain active while learning, to diminish their anxiety, to increase their concentration and memory, and to have a positive effect on their mood. The students use the bikes a great deal, and teachers are already seeing positive results and better grades in some students.

ACTIONS FEMMES Î.-P.-É.

Health and wellness for women and girls

The goal of this project was to pair up Francophone women from Prince Edward Island and the Magdalen Islands in order to break their isolation and expand their circle of support and services available to Francophone women experiencing higher levels of stress and anxiety. A new partnership was established with La Sentin’Elle, a women’s group, to share successes, challenges and available resources in French and to support women in their journey toward a healthier life.



SUPPORT FOR SENIORS

The average age of the Island's Acadian and Francophone population is the highest in the Atlantic Provinces and Canada in general (Fédération des communautés francophones et acadienne du Canada). Providing French-language health services for seniors is therefore a priority for the Health Network as well as the Acadian and Francophone community of Prince Edward Island.



BILINGUAL CORRIDOR AT BEACH GROVE HOME

In an effort to increase the offer of French-language health services in long-term care facilities in Charlottetown, the Health Network continued to collaborate with Beach Grove Home, who created an 11-bed bilingual corridor, by benefitting from the learning acquired during the establishment of a bilingual neighborhood at Summerset Manor. A coordinator was hired, an advisory committee was set up, bilingual residents were identified, the process to increase human resources capacity began, and on-site language training was offered. Cultural activities were also organized to establish a link between residents of the home and the French-speaking community of Charlottetown and surrounding areas.

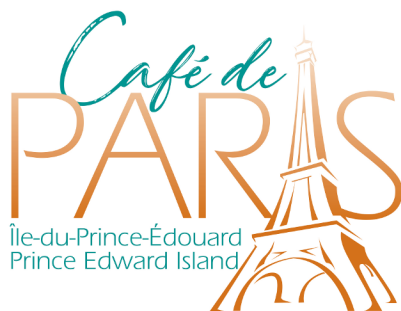
SENIORS HEALTH AND WELLNESS ACTION PLAN

Dr. Michael K. Corman, principal advisor for seniors' health with the Department of Health and Wellness, presented the items outlined for the new *Seniors Health and Wellness Action Plan* at the AGM of the PEIFHN on September 25, 2017. The Health Network supported Dr. Corman's team in organizing four focus groups, allowing 29 Francophone seniors to express their opinion as part of this process. The new action plan should be launched in June 2018.

JEUX DE L'ACADIE 50+

The sixth edition of the Jeux de l'Acadie 50+ will take place from September 13-16, 2018, in the Evangeline area and Summerside. These games encourage sporting activities, leisure, culture and wellness for Acadians and other Francophones aged 50 years and older living in Acadia. The Health Network supported the organizing committee by helping plan the wellness component.





In order to support the acquisition or maintenance of French and to encourage the active offer, the Health Network started a new on-site language-training initiative based on the innovative Cafés de Paris model, created in New Brunswick. In conjunction with the Collège de l'Île, 82 individualized training sessions were offered in three health establishments over three months. The various departments identified key phrases to translate, related to their work, and a personalized language-training tool was developed for each department and profession.



Commission de
la santé mentale
du Canada

Mental Health
Commission
of Canada

MENTAL HEALTH

- This year, 30 people took the *Mental Health First Aid* training, a course certified by the Mental Health Commission of Canada. This course provides participants with the tools and information needed to assist individuals who are developing a mental health problem or who are in a mental health crisis.
- The partnership formed with the PEI Division of the Canadian Mental Health Association and Health PEI was maintained to ensure the availability and distribution of bilingual tools: the Helping Tree and promotional tools for the Island Helpline.
- The Health Network supported the Village des Sources l'Étoile Filante in hosting three wonder camps at the Centre Goéland for K-3 students attending FLSB schools. The activities were aimed at engaging youth in their learning, both socially and personally, while striking a balance between play, laughter, their sense of belonging to the group, and the seriousness of discussions.
- The Health Network participated in a mental health symposium in Halifax following an invitation from the Department of Education, Early Learning and Culture, to discuss mental health strategies in French-language schools.

OTHER PROJECTS

FRENCH-LANGUAGE SERVICES IN HOME CARE

Since home care is a priority for the PEI Acadian and Francophone population, the Health Network is pursuing its efforts to improve the provision of these services in French. A meeting was held with those responsible for home care operations to discuss the recommendations of the Health Network's study *French-Language Services in Home Care* and strategies to increase French-language service delivery for clients. In conjunction with the SSF, researchers from Université de Sherbrooke were hired to list home care service models and identify the key elements of these models. A consultant was then hired to continue the work on PEI, in order to adapt one of the models to the Island context, taking into consideration the work of the new *Seniors Health and Wellness Action Plan*.

PARTNER OF THE PEI FRENCH BOOK EXPO



The PEIFHN participated in the third edition of the Prince Edward Island French Book Expo held in June 2017 at the Centre Belle-Alliance in Summerside. As a supporting partner of the Expo, the PEIFHN sponsored the visit of author Madame Labriski (Mérianne Labrie), who attempts to surpass her own accomplishments on a daily basis.

FINANCIAL STATEMENTS

PEI French Health Network Income Statement and Statement of Changes in Net Assets For the year ending March 31, 2018

	Networking and Bursaries	Service Organization Support	HR + National	Project Promotion	Human Resources Strategy	Seniors	Other Revenue and Expenses	2017	2018
REVENUE									
Health Canada	\$ 96,752	\$ 32,251	\$ 30,000	\$ 22,575	-	\$ 28,076	-	\$ 209,654	\$ 200,193
SAIC	-	-	-	-	-	-	\$ 7,251	\$ 7,251	-
Other revenue	\$4,550	-	-	-	-	-	-	\$4,550	\$2,392
	101,302	32,251	30,000	22,575	-	28,076	7,251	221,455	202,585
EXPENSES									
Other expenses	957	-	-	-	-	-	-	957	1,565
Travel	10,400	9,374	1,881	108	-	-	-	21,763	8,259
Equipment	3,407	308	-	-	-	-	-	3,715	17,813
Audit fees	4,015	-	-	-	-	-	-	4,015	3,800
Professional fees	27,432	7,561	16,256	20,000	-	28,076	7,251	106,576	71,605
Rent and utilities	9,448	-	-	-	-	-	-	9,448	9,124
Office equipment	4,861	1,609	1,283	276	-	-	-	8,029	24,226
Wages	40,792	13,415	10,580	2,192	-	-	(3,277)	63,702	67,103 \$
	101,312	32,267	30,000	22,576	-	28,076	3,974	218,205	203,495
Excess revenue over expenses (expenses over revenue) for the fiscal year	\$ (10)	\$ (16)	-	\$ (1)	-	-	\$ 3,277	\$ 3,250	\$ (910)

Allen, Paquet & Arseneau LLP

**WHAT CAN
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DO TO INCREASE
ACCESS TO
FRENCH HEALTH
SERVICES
IN PEI?**

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in French!**



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and receive your free “**Bonjour!**” fleece!

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**Indicate your
language profile on
your Health Card**

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THE HEALTH FIELD**

Are you a PEI student studying in the health field?

Register in the Health Student Online Database at

santeipe.ca/etudiants-en-sante

and become eligible to win one of two \$1,500 bursaries



Do you know a
health professional
who actively offers
services in French in
Prince Edward Island?

**Nominate your
Étoile Santé!**

**I SPEAK
FRENCH!**

**PROVIDE AN
ACTIVE OFFER!**
Offer services in the language of
choice of the individual.



2017-2018 ANNUAL REPORT

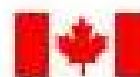
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