



2018-2019 ANNUAL REPORT

*Together for health
services in French*

TABLE OF CONTENTS

About the PEI French Health Network	2
Board members 2018-2019	3
Message from the co-chairs	4
Message from the staff	5
French home care	6
Café de Paris	7
Long term care	8
Scholarships for health students	10
Bilingual tools	11
Partnerships	12
Financial report 2018-2019	13
Results of Healthbound 2018-2023	14

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

The organization brings together representatives from target community groups, educational facilities, health professionals, health service managers, and the provincial government.

VISION

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

MISSION

The *Health Network* collaborates with various partners in order to improve access to quality French-language health services and programs.



The **Health Network** is one of the 16 networks that make up the **Société Santé en français (SSF)**. We work together on the key focus areas set out in **Healthbound 2018-2023**.



COMMUNITY MEMBERS:

Claude Blaquière

Co-chair (since September 2018)
Seniors' representative (since July 2016)

Gabriel Arsenault

Co-chair – youth representative (until September 2018)

Rose Delaney

Vice-chair (since September 2018)
Seniors' representative (since September 2016)

Carole Gallant

Treasurer (since September 2018) – parents' and early childhood representative (since September 2016)

Marcia Arsenault

Parents' and early childhood representative (since September 2018)

Michelle Pineau

Women's representative (since September 2018)

Marie Dionne-Sullivan

Women's representative (until September 2018)

Paul Young

Health professionals' representative (since September 2017)

Johanne Irwin

Health professionals' representative (until September 2018)

Geneviève Gervais-Cadrin

Health professionals' representative (until September 2018)

Emily McIsaac

Youth representative (since September 2018)

Isabelle Dasyva-Gill

Société Saint-Thomas-d'Aquin delegate (since June 2018)

Aubrey Cormier

Société Saint-Thomas-d'Aquin delegate (until June 2018)

Colette Aucoin

Société éducative de l'I.-P.-É. delegate (since January 2018)

GOVERNMENT MEMBERS:

Stéphane Labrosse

Co-chair (since September 2018)
Primary Health Care delegate

Véronique Duguay

Co-chair – Acadian and Francophone Affairs Secretariat delegate (until September 2018)

Tracy Chiasson-Lawlor

Secretary (since September 2018)
Social Programs and Seniors delegate

Aubrey Cormier

Acadian and Francophone Affairs Secretariat delegate (since January 2019)

Yvonne Deagle

Acadian and Francophone Community Advisory Committee delegate (until September 2018)

Matt Bourque

Child and Youth Services delegate

Gayle Lamont

Long Term Care delegate

Jennifer LaRosa

Planning and Evaluation delegate

MESSAGE FROM THE CO-CHAIRS

The **PEI French Health Network (Health Network)** had a transitional year in 2018-2019. During this first year of *Healthbound 2018-2023*, initiatives were in the planning and implementation phase, and multiple partnerships were revisited and improved as we launched our efforts to improve access to health services and programs in French.

In June, the board of directors announced its support for the *Ottawa Declaration in the Name of a Healthy Francophonie* to the SSF and the Association des collèges et universités de la francophonie canadienne. This clear position on the document developed in November 2017 enables our national partners to continue their solicitation work and to have political influence in matters affecting our clientele.

In the fall, La Coopérative Le Chez-Nous was licensed to offer Level 4 and 5 long-term care, which is very good news. Expansion work is scheduled for 2019. We wish them success in the next stages of this major initiative, particularly when it comes to recruiting bilingual staff to meet these new human resource needs.

This year, the following standard was developed and adopted by the Standards Council of Canada: Access to Health and Social Services in Official Languages. From now on, facilities may be assessed and accredited in accordance with this standard, a first in Canada. The process will support facilities in improving the quality of services provided. Gayle Lamont was on the tactical committee that researched standards that exist internationally to provide input for this work. An important component of this new standard is active offer.



Claude Blaquière
Community Co-chair



Stéphane Labrosse
Government Co-chair

Jérémie Roberge, the SSF's communications and knowledge mobilization officer, came to present the results of the final evaluation of the *Destination Health 2018* programming at our winter meeting. In addition to presenting the highlights of the report, he announced to the board that the Health Network had been named the network with the best final results in the country because it has all the ingredients necessary for success: excellent performance along the entire results chain, superior performance in HR and promotion, significant impact of the sociopolitical context (highest score).

The Island's Health Network received more national recognition in relation to the Handbook of Innovative Practices for the project *Synthèse et transfert de connaissances d'un modèle d'offre active de services sociaux et de santé intégrés en français auprès des personnes âgées en situation linguistique minoritaire* developed by GreFoPs (Groupe de recherche sur la formation et les pratiques en santé et service social en contexte francophone minoritaire) of the University of Ottawa. Two Health PEI projects were included in the list of 15 best practices: *Creation of a Francophone household at Summerset Manor and Integration of the linguistic variable into data collection from health cards*.

Overall, this was a positive and productive year. We would like to thank the office team and the SSF for all the effort they put into supporting our initiatives.



MESSAGE FROM THE STAFF

The year 2018-2019 was one of transition, implementation, and reorganization of human resources for the **Health Network** team.

It was the first year of Healthbound 2018-2023 for the **Health Network**, and this required adjustments to our programming. The end of support for the Étoile Santé campaign and for health promotion activities are two important changes to note. Because these two programs were popular and relevant for our community, we are working to fill the gaps with similar initiatives, particularly when it comes to communications. We are now in the process of mobilizing partners to bring about change in the health care system.

Following submission to the SSF of the priority projects identified by the **Health Network** in connection with the new Action Plan for Official Languages 2018-2023, three major **Health Network** projects were selected, and work is underway!

The first project selected is the Café de Paris language training program, which was piloted in three facilities in 2017-2018. The second project, Improving access to French-language health services for PEI seniors, enabled the **Health Network** to implement a bilingual neighbourhood at Beach Grove Home and to start planning and implementing a bilingual neighbourhood at Maplewood Manor, using the Summerset model. Also, the **Health Network** continues to champion best practices at the national level through its efforts in the area of long-term care in French. Last of all, much effort continues to be invested in improving access to home care services in French, a priority identified by PEI's Francophone community.

To ensure our presence in PEI's non-profit sector, we have kept our seats on the working and implementation committee and the Réseau des développeurs, both of which focus on advancing the 2017-2027 Global Development Plan for the Island's Acadian and Francophone community. In addition, we are involved in the Joint Working Group on the French Language Services Act, the governing council

of the Collège de l'Île, and other working groups that support our efforts to recruit bilingual personnel and develop health programs and services in French in our province, specifically with respect to immigration and francization.

There were major changes in human resources during the year. After Patricia Richard went on unpaid leave, Karine Gallant was hired as the assistant director. Despite a long hiring period, this readjustment was possible thanks to the support of contract workers who pitched in to ensure that work continued in certain areas: Diane Arsenault - coordination and networking consultant, Jacinthe Lemire - tools development consultant, Lucille Mallet - financial consultant, and Tina Robichaud - communications consultant.

We would like to thank the executive committee and the board of directors for their trust and for the time they put into moving the **Health Network's** issues forward. We would also like to thank the members of the SSF team for their ongoing support and our many partners for the progress made.



Élise Arsenault
Executive Director



Patricia Richard
Assistant Director
Until November 2018



Karine Gallant
Assistant Director
Since February 2019

HOME CARE IN FRENCH



Home care is a priority issue for the Acadian and Francophone population of Prince Edward Island, but identifying and implementing a new model to better offer these services continues to pose challenges. In its first year, the **Health Network's** new project, **"Améliorer l'accès aux services de Soins à domicile en français à l'Î.-P.-É."** (Improving access to home care services in French on PEI), had the goal of hiring a project manager at Health PEI to oversee implementation of this initiative with the support of a steering committee.

Despite the engagement of the partners and numerous meetings with those responsible for delivering home care services, implementation of the project is slow owing to the job classification process at the PEI Public Service Commission, which must review the job description before the position can be posted and filled.

In order to move forward on this, the **Health Network**, with the support of the SSF, called upon a consultant, Mylène Dault, to prepare a profile of home care services offered in the Francophone communities of Prince Edward Island and to make recommendations for implementing the home care project. Also, the consultant prepared a project startup plan for when a project manager is hired, and she plans to come to the Island after that to provide the different partners with the necessary follow-up.

In addition, the **Health Network's** staff and the consultant supported Health PEI in preparing a letter of intent in response to a call from Health Canada for projects that address one of the priorities, namely, home care and community care. The letter of intent was assessed and approved by a committee of experts. Health PEI was therefore asked to submit a proposal for a project of no more than four years concerning home care in French.

Despite these challenges, the project is still very important for the **Health Network**, and efforts will continue to ensure an increase in the provision of home care services in French. The **Health Network's** staff will therefore support Health PEI in preparing the Health Canada application.



CAFÉ DE PARIS



In 2017-2018, the **Health Network** piloted the **Café de Paris** initiative in three health care facilities on Prince Edward Island. A language training model developed by New Brunswick's regional health authorities and adapted to the Island context, this innovative approach makes it possible to increase the active offer of French-language services in health care facilities. The training enables health care professionals to acquire new language skills and increase their comfort level when it comes to using French in the workplace. The fact that the language training is personalized increases opportunities for health care providers to express themselves in French.

Following the pilot project, the **Health Network** entered into service agreements for the purpose of implementing the **Café de Paris** program in five Health PEI facilities in 2018-2019, namely, Beach Grove Home, Maplewood Manor, O'Leary Community Hospital, Prince County Hospital, and Queen Elizabeth Hospital.

To manage and implement the project, we entered into and signed partnership agreements with the Collège de l'Île and the Public Service Commission. These two entities participate in the project's steering committee, which manages the training tools, the digital resource space, the training schedule, etc.

Sonia Archambault, a language tutor, was hired by the Collège de l'Île to deliver the program. Promotional sessions were held in the facilities to encourage health care providers to participate. During the year, 176 training sessions were offered to 65 health professionals.

A webspace was developed, offering various tools to support learners. The portal is divided into three main categories: language supports, French services active offer toolkit, and discovery of the Francophone community. This webspace is scheduled to be launched in September 2019, once the program resumes at the end of the summer.

Drop in to Café de Paris



The **Health Network** has developed some promotional tools to increase participation in the **Café de Paris** training sessions and to encourage people to consult the tools available in the webspace to support them in their learning.

In addition, the steering committee has developed an evaluation framework to compile and assess as much data about the participants as possible (language pathway, training needs, level of bilingualism, etc.).

The managers of the health care facilities and the practitioners who take part in the training are grateful for the service, which helps them to better serve the French-speaking population of PEI. Here are a few quotations gathered during the year:

What I like about the Café de Paris is that there's time every week to speak French one-on-one.

I decided to participate in the Café de Paris to learn more French and practice it regularly. The lessons are useful and always interesting. I enjoy them a lot.

What I like about the Café de Paris is that I learn health vocabulary so I can speak with my clients in French.

LONG TERM CARE

Beach Grove Home



In view of the success of the bilingual neighborhood project at Summerset Manor, a similar initiative was implemented at Beach Grove Home. This year, a coordinator was hired to launch the project and oversee implementation of the different phases.

Eleven beds in the Harbour wing have been designated bilingual. The human resources required to provide bilingual services have been defined, and the positions targeted for designation have been identified. In the future, when these positions become vacant, they can be transformed into designated bilingual positions. To date, four resident care worker positions and two licensed practical nurse positions have been turned into designated bilingual positions and filled. Recruiting candidates to fill the new designated bilingual positions remains a challenge, given the shortage of human resources.



A multi-level advisory committee is active and meets monthly to discuss issues and propose solutions. The process of transforming the delivery of services to the French-speaking residents of Beach Grove Home is well under way, as is the hiring of staff and managers.

Partners in Health Award

The **Health Network** came up with a new way of recognizing employees of Beach Grove Home – the Partners in Health Award – for efforts made by staff members who work in the bilingual Harbour wing to increase the delivery of French-language services for Francophone residents. An award ceremony was held during the Journée de la Francophonie (Francophonie Day), on March 20, 2019.



The socio-cultural life of French-speaking residents has been considerably enhanced since the startup of the project at Beach Grove Home. Francophone residents can now take part in a variety of activities and interpersonal interactions in French. The home holds regular French Chit-Chats with two dedicated volunteers (Léona and Nola), along with weekly music therapy sessions in French, art workshops, and so forth. Closer cooperation with community groups is under way to ensure that activities in French can continue once funding for the project comes to an end.

Maplewood Manor

A first meeting with the administrator of Maplewood Manor in Alberton was held in mid-November, and implementation of a bilingual neighborhood model is now scheduled to begin sometime in the next fiscal year.

A service contract was reached with the Conseil R v. S.- . Perrey with a view to increasing opportunities for residents to speak French and to make managers and service providers more aware of the importance of these efforts. The Club des c urs joyeux therefore started offering creative and social sessions for the residents of the home, as well as at the O'Leary Community Hospital, where a number of Francophone seniors currently reside.



SCHOLARSHIPS FOR HEALTH STUDENTS

Since 2014, to increase registrations in the health student database, the Health Network has offered two \$1,500 scholarships to Francophone or Francophile students from Prince Edward Island enrolled in a post-secondary health program.

In 2018, 45 students signed up to receive one of our two scholarships and were therefore added to our database of students pursuing studies in the health field. This year's scholarship promotional campaign was successful – 51 students had registered by the end of May 2019. With the students' permission, the Health Network shared the information with the Recruitment and Retention Secretariat so these young people could be informed of internship and employment opportunities on Prince Edward Island, the hope being to keep them here on the Island or bring them back so they can provide the public with French-language health services.

During the winter of 2018-2019, we started working more closely and sharing with different levels of government to enhance the spinoffs of this initiative and thus improve our chances of recruiting these students into the Island's health system. An action plan was developed in close collaboration with the Recruitment and Retention Secretariat, Jobs PEI, and the Public Service Commission. The plan will be implemented in the upcoming fiscal year.

The recipients of the two scholarships in 2018 were Allison Mill, from the Souris area, who is a nursing student at Université de Moncton, and Tanisha Victor, also from the Souris area, who is a nursing student at Holland College.



Tanisha Victor



Allison Mill



BILINGUAL TOOLS

Helping Tree

The **Health Network** is proud to have renewed its partnership with the Canadian Mental Health Association, PEI Division, for the updating and printing of the 2018 version of the PEI Helping Tree. This tool, printed in both official languages, gives citizens a better idea of where to find health services on the Island. A number of community partners received this tool in French so they can make it available to Acadians and Francophones. The tool is also available online on the **Health Network's** website under the Ressources tab.



Promotional Tools

The Health Network has developed new promotional tools to better communicate its projects and its mission.



Health PEI Website

Efforts to make Health PEI aware of the importance of providing the public with information in French on its website have paid off. The **Health Network** is delighted with these efforts, and it encourages people to consult the information available in French. We are pleased to promote this service intended for the French-speaking population. All services offered online by Health PEI are accessible in both official languages as well.

PARTNERSHIPS

OTTAWA DECLARATION

The boards of directors of the Collège de l'Île and the PEI French Health Network have both confirmed their support for the Ottawa Declaration in the name of a healthy Francophonie, adopted in November 2017 by the participants who attended Rendez-vous santé en français. During the national campaign, the Société Santé en français and the Association des collèges et universités de la francophonie canadienne issued an invitation urging the public to support the Ottawa Declaration. The goal of the campaign, which seeks to improve the provision of, and access to, quality health services in French, is to obtain the support of many people, organizations, and institutions. It is with conviction that the **Health Network** joined this movement with the hope of encouraging policy makers to invest more in French-language services.



JEUX DE L'ACADIE 50+

The Jeux de l'Acadie 50+ were held in September 2018 in the Evangeline area. With the slogan "Y'a longtemps qu'on vous attend" (We've been waiting for you for a long time), this sixth edition was characterized by the exceptional success of the 261 participants. They showcased their abilities in more than 40 sport, recreational, cultural, intergenerational, and health/wellness activities and disciplines. The chair of the organizing committee for the 2018 Jeux de l'Acadie 50+,

Maria Bernard, is more than satisfied with the sixth edition. "We're very pleased with the number of participants, their enthusiasm throughout the games, and the contribution of our many volunteers (more than 150)." The **Health Network** is proud to have observed the success and outcome of the partnership created in 2017-2018 to support wellness.



BOOK FAIR

The participation of Dr. Manon Porelle was a great success at the 2019 Salon du livre de l'Î.-P.-É. The **Health Network** is pleased to have worked with the French Language School Board to bring in this interesting author. During her presentation, related to her book *Être parent présent et imparfait*, she talked about depression among young people and the role of parents in their mental health. The crowd was captivated by the examples and anecdotes shared by the author.



FINANCIAL REPORT 2018-2019

PEI FRENCH HEALTH NETWORK

Supplementary Annex of Income and Expenditure by Sector

For the year end of March 31, 2019

	NETWORKING	PROGRAMS AND SERVICES : HOME CARE	PROGRAMS AND SERVICES : LONGTERM CARE	HR : LANGUAGE TRAINING	2018-2019	2017-2018
REVENUE						
Health Canada	133,141	22,500	31,250	30,000	216,891	209,654
SAIC	-	-	-	-	-	7,251
Other revenue	4,500	-	-	-	4,500	4,550
	137,641	22,500	31,250	30,000	221,391	221,455
EXPENSES						
Travel	5,749	-	-	164	5,912	21,763
Equipment	6,852	-	-	799	7,651	3,715
Audit fees	3,733	-	-	-	3,733	4,015
Professional fees	39,348	22,509	31,250	22,217	115,323	106,576
Rent and utilities	9,237	-	-	-	9,237	9,448
Office equipment	19,770	-	-	6,820	26,590	8,029
Wages	47,725	-	-	-	47,725	63,702
Other expenses	2,163	-	-	-	2,165	957
	134,577	22,509	31,250	30,000	218,336	218,205
EXCESS REVENUE OVER EXPENSES FOR FISCAL YEAR						
	\$ 3,064	\$ (9)	- \$ 0	- \$ 0	\$ 3,055	\$ 3,250

More than one million Canadians report French as their first official language spoken and live in a minority setting.



Quality health care depends on clear communication between health care professionals and patients. **Yet access to services in French remains a challenge**, which sometimes places Francophones at considerable risk.

"An elderly lady was in intensive care when I was there. She spoke very little English, and the nurses found that her answers to their questions were not appropriate. When I started speaking to her in French, she immediately answered every question very clearly."

— Nancy Richard, primary care nurse in Prince Edward Island, recipient of Étoile Santé. Quote translated from the original in *La Voix acadienne*.



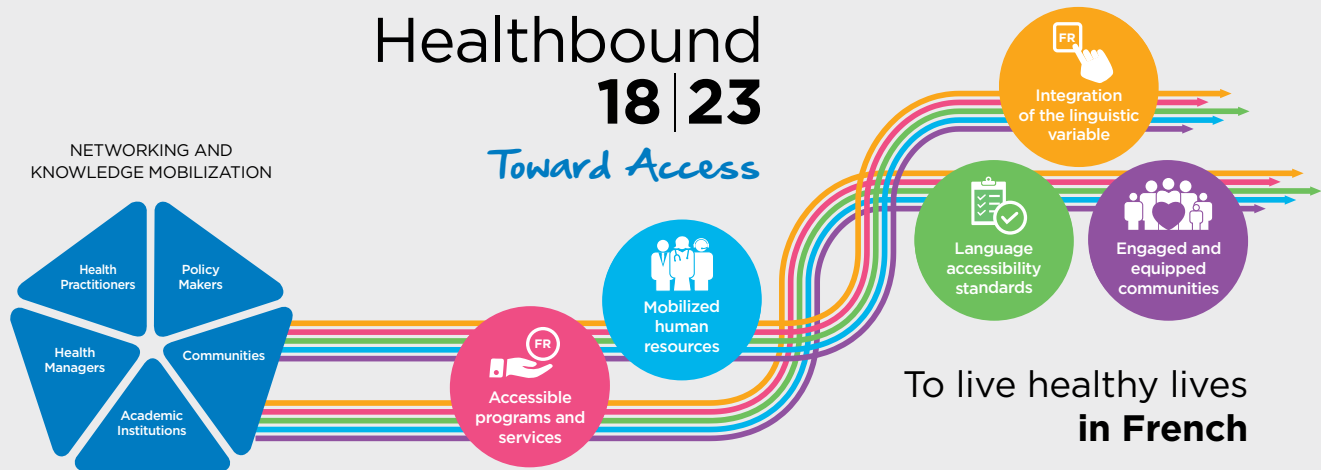
Examples of **risks** of language barriers in **health care**

Increased risks of misdiagnosis		Poorer patient understanding of and adherence to prescribed treatment	Poorer management of chronic disease	Less participation in health promotion and prevention activities
Barriers to initial access to health services and delayed presentation for care	Failure to obtain informed consent and to protect patient confidentiality	Lower patient satisfaction		Less effective pain management

From: Bowen, S. (2015), *The Impact of Language Barriers on Patient Safety and Quality of Care*, Ottawa, Ontario: Société Santé en français.

Société Santé en français and the **16 French-language Health Networks** of Canada enhance community capacities and health systems.

Healthbound 18 | 23 Toward Access



Results for communities

Integration of the linguistic variable

HEALTH CARD ●

A first in Canada!

In Prince Edward Island, health cards now record the holder's language, which helps in compiling meaningful data on the utilization of health services by language.



Language accessibility standards

COMMUNICATION IN MINORITY LANGUAGE SITUATIONS ●

In response to Health Canada's call for proposals for its Official Languages Health Program, Health PEI has submitted a letter of intent in which it proposes to incorporate the new standard in the implementation of its program to provide home care in French.

Mobilized human resources

Café de Paris ●

A space where employees can acquire or maintain basic French language skills and interact in French in a relaxed and non-traditional setting.

"What I like about Café de Paris is that it gives me a chance to speak French face-to-face every week. It gives me the opportunity to learn health-related vocabulary so that I can speak French with my clients."

— Craig Cameron, speech-language pathologist

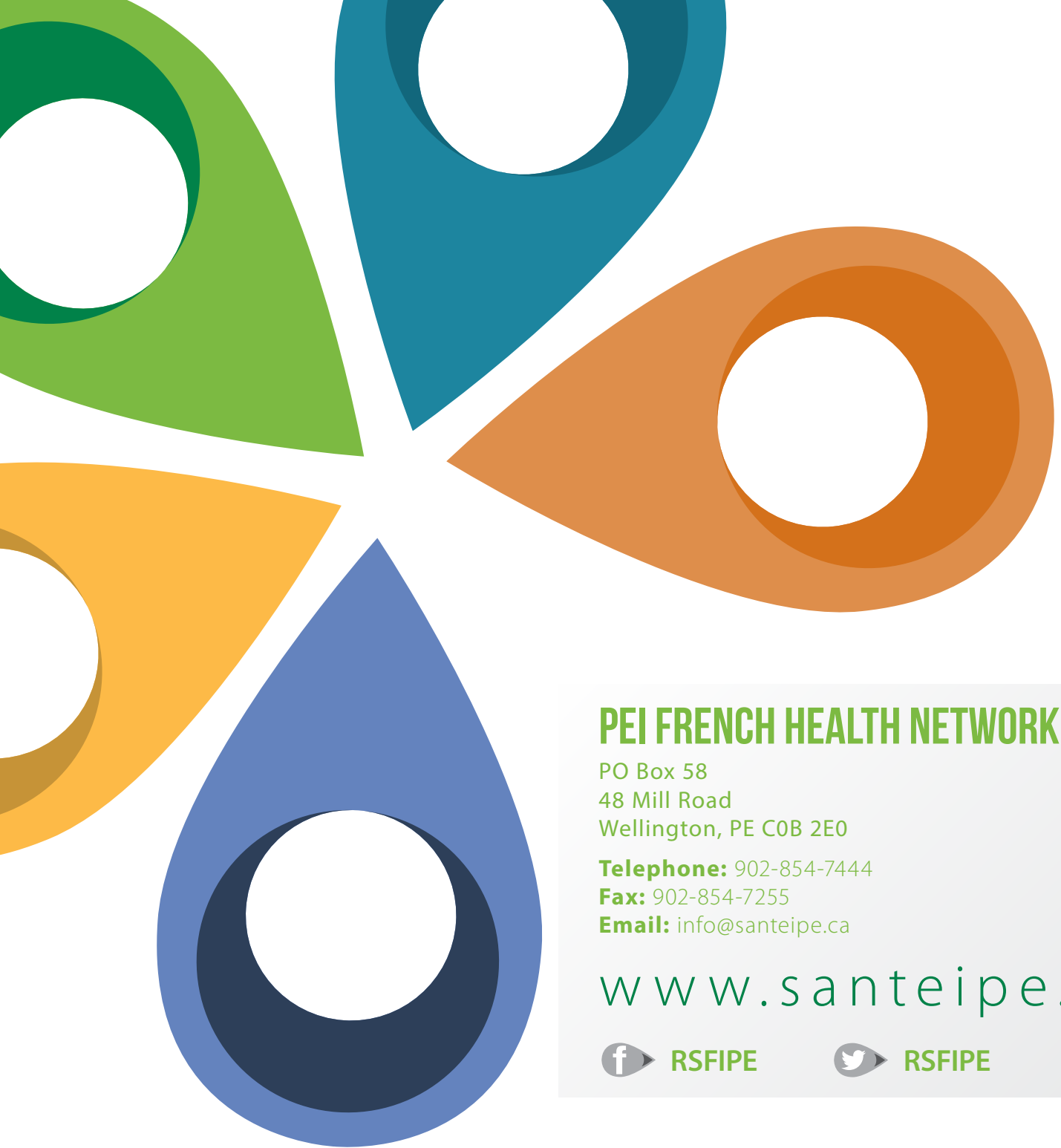


Accessible programs and services

Adopting the model of Summerset Manor's bilingual wing, the staff of the Beach Grove Home, a long-term care facility in the Charlottetown area, is working on establishing a bilingual wing by adapting the model in Summerset Manor in order to increase the services and programs that it can offer in French. The addition of bilingual professionals ensures the active offer of programs and services in French.

"It really helps my mother and the other Francophone residents. My Mom comes from Montreal, and she moved here after she had a stroke in 2005. Ever since the home has had Francophone employees, she has been able to talk with them in her own language and participate in activities in French. That makes her calmer."

— Georgia MacKenzie



PEI FRENCH HEALTH NETWORK

PO Box 58
48 Mill Road
Wellington, PE C0B 2E0

Telephone: 902-854-7444

Fax: 902-854-7255

Email: info@santeipe.ca

www.santeipe.ca



RSFIPE



RSFIPE



Santé
Canada

Health
Canada

