

2020-2021 ANNUAL REPORT

*Together for health
services in French*

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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.

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Healthbound 18 | 23 Toward Access



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 18-23*.



COMMUNITY MEMBERS:

Claude Blaquière

Co-Chair – Seniors' Representative

Rose Delaney

Vice-Chair – Seniors' Representative

Carole Gallant

Treasurer – Parents and Early Childhood Representative

Marcia Arsenault

Parents and Early Childhood Representative

Michelle Pineau

Women's Representative

Paul Young

Health Professionals' Representative

Emily McIsaac

Youth Representative

Isabelle Dasyva-Gill

Société acadienne et francophone de l'Î.-P.-É. Delegate

Colette Aucoin

Société éducative de l'Î.-P.-É. Delegate

GOVERNMENT MEMBERS:

Stéphane Labrosse

Co-Chair – Primary Health Care Delegate

Tracy Chiasson-Lawlor

Secretary – Social Programs and Seniors' Delegate

Aubrey Cormier

Acadian and Francophone Affairs Secretariat Delegate

Jennifer LaRosa

Planning and Evaluation Services Delegate

Crystal Praught

Home Care Delegate

Rachel Milligan

Long-Term Care Delegate

Ricky Hitchcock

Acadian and Francophone Community Advisory Committee Delegate (until October 2020)

Rebecca Gill

Human Resources Delegate

Maïté Mézierre

Acadian and Francophone Community Advisory Committee Delegate (since March 2021)

MESSAGE FROM THE CO-CHAIRS

In this third year of Healthbound 18-23, collaboration between the **PEI French Health Network (Health Network)** and its government and community partners continued to lead to advances in improving access to French-language healthcare services.

The COVID-19 pandemic was the defining event of 2020-2021. In-person activities were impossible for a few months. After months in lockdown, in-person meetings were restricted and limited.

The second year of the Healthy Early Years (HEY) project developed by the Société Santé en français (SSF) has borne fruit. The **Health Network** continues to play a supporting role for Cap enfants with respect to HEY (see pages 10 and 11). Several initiatives suggested by the Acadian and Francophone community during the 2020 provincial forum have been implemented: distribution of developmental kits, filming related to the developmental kits, design of a helping tree and continuing work on implementing a health passport.

With respect to long-term care, the **Health Network** continues to create and solicit support for bilingual public neighbourhoods in nursing homes, especially at Beach Grove in Charlottetown and Maplewood in Alberton (see page 7). A project coordinator has been hired to work on the implementation at Maplewood.

With the aim of creating opportunities for dialog between the Acadian and Francophone community and the government, we organized a panel discussion at our 7th AGM on October 8, 2020. Guests from the Student Well-being Teams and

the French Language School Board spoke about the healthcare services offered in the schools and about the situations and needs of students in the Francophone schools (see page 14).

The **Health Network** was invited to participate in creating and establishing a non-profit organization, PEI School Food Inc., to manage the provincial healthy school food program launched in September 2020 in all Island schools (see page 14). The program provides Island students with affordable healthy meals made from local products and uses a pay-what-you-can model, to a maximum of \$5 per meal.

The **Health Network** expanded its administrative team and updated its policy on procurement of goods and services with the help of a consultant.

Overall, it was a productive year. We want to thank the members of the Board of Directors, along with our employees, for their dedication to the many issues in play, as well as the SSF team for its ongoing support.



Claude Blaquière
Community Co-chair



Stéphane Labrosse
Government Co-chair



MESSAGE FROM THE STAFF

The COVID-19 pandemic was the defining characteristic of 2020-2021. Working from home was the order of the day early in the year, during lockdown. The return to the office was gradual, and fortunately renovations to our workspaces allowed employees to practice physical distancing until certain restrictions were removed.

There were major staff changes at the **Health Network**. In October 2020, our assistant director left us. We expanded the team by hiring a projects and communications manager in September 2020 and an administrative assistant in February 2021.

The work of the student database working committee with various provincial government departments (Public Service Commission, Health and Wellness, Health PEI, and Economic Growth, Tourism and Culture) was ongoing in 2020-2021. With the aim of increasing participation in our bursary campaign, we made presentations in high schools and post-secondary institutions. The Franco-santé project led us to a new clientele, with presentations to students in two Anglophone post-secondary institutions, UPEI and Holland College (see pages 8 and 9).

To highlight students and employees in the healthcare field, we wanted to work on our Étoile Montante and Étoile Santé campaigns (see

page 13). We began publishing Étoile Montante profiles in summer 2020 and will continue in 2021-2022. We bought promotional items for both campaigns in order to be able to present a bag of useful items to healthcare students and employees. We will publish Étoile Santé profiles in 2021-2022. An honorary award was presented to Dr. Heather Morrison and her team for their extensive efforts in the deployment of bilingual information and resources as part of the COVID-19 pandemic action plan. A photo album of thanks from members of the Acadian and Francophone community was also presented.

A new bursary is available in our bursary campaign (see page 12). The bursary for migrant or international students is awarded to a non-resident of Prince Edward Island enrolled in post-secondary studies in healthcare.

The group recognizes the various partners, collaborators, funding organizations and community members who participate in the **Health Network's** projects and bring with them a positive influence. The organization's strength is its broad network. Thank you to all who contributed to our efforts in 2020-2021!



Nicole Yeba
Projects and
Communications Manager



Élise Arsenault
Executive Director



Marie Paule Elomo
Administrative Assistant



Karine Gallant
Assistant Director

LANGUAGE TRAINING



The personalized language training program, in partnership with the PEI Public Service Commission, is in its third and final year in 2020-2021. The project application to continue the language training initiative was not approved. In-person training sessions in the five healthcare institutions have ceased, and the promotional tour planned for 2019-2020 and postponed to the following year was cancelled because of the COVID-19 pandemic. The funds were reallocated to purchase 60 annual licences for virtual language training using the Babbel program. Manon Beaulieu from the Public Service Commission managed the licences for the **Health Network** and helped with registration and

coaching. All former Café de Paris participants were invited to use Babbel starting in September 2020.

We are exploring the possibility of establishing a partnership between the University of Prince Edward Island (UPEI) and McGill University - Dialogue McGill following a meeting between the Island delegation (including the Coopérative d'intégration francophone de l'Î.-P.-É., UPEI, the Public Service Commission and the **Health Network**) and the delegation from Dialogue McGill (five participants). We are continuing our discussions with Dialogue McGill to establish a language training pilot project for nurses.

HOME CARE IN FRENCH



Health Canada did not approve the application for a project to pursue home care in French in 2021-2023. The coordinator, Nick Hann, will remain in his position until October 2021 with the possibility of an extension. He promoted language training courses and encouraged people with some knowledge of French to have their language skills assessed by the Public Service Commission. Nick also began preparing an inventory of documentation for clients and families and coordinated translation.

The advisory committee met on September 16, 2020, and the coordinator of Mobile Integrated Health (MIH), Nicole Gaudet, agreed to sit on the committee.

A resource on active offer of services in the healthcare field, produced in Ontario, is being adapted for professionals on Prince Edward Island and its use will be integrated into the project. Preliminary discussions are underway to determine whether a day program in French could be created in Prince County.

The renewed advisory committee met on June 23. Representatives of the following were at the table: Mobile Integrated Health (MIH), Human Resources, PEIFHN, Community, Health PEI's French Services Analyst, and the Manager of Home Care. The elements of the plan came together well, with members participating in the process despite their limited availability. There is a possibility of integrating the project from CBDC Restigouche (transportation) in future steps to break the isolation of seniors.

A position was advertised for Health PEI's Health Canada project in October 2020 and was filled in January 2021. The project team's offices are in downtown Charlottetown.

The **Health Network** is holding discussions with the management team of the Health Canada project to see how the two projects can be integrated and whether it would be possible to keep Nick Hann after the end of his contract to help with the Health Canada project.



LONG-TERM CARE IN FRENCH

Beach Grove Home

The project continued, but the steering committee was unable to meet because of the restrictions in place. Community outreach activities were postponed. The manager of Beach Grove Home is Trevor Cudmore. Positions for RCWs and LPNs were designated as bilingual and remained vacant for a short time.

Maplewood Manor

The bilingual household project continued and was delayed because the steering committee couldn't meet due to the restrictions in place.

The coordinator position at Maplewood was advertised in the winter of 2020 and Melissa Arsenault took it on in February 2021.

Community activities began again and the contract with the Conseil Rév. S.-E.-Perrey (Les cœurs joyeux) was renewed in the amount of \$2,502.

The new recreation program leader, Constance Gilman, is a Francophone who interned in the bilingual household at Beach Grove Home for two summers. Every week there is a French Club with residents who speak French, led and organized by Melissa and Constance.

A bilingual household is planned for 2021-2022 with the 12 residents out of 48 who have a knowledge of French. The families of those residents identified as speaking French have been contacted to inform them of the project at Maplewood.

Six of the health professionals at Maplewood Manor were identified as being bilingual and 27 answered that they would like to take French language training. The Public Service Commission will do language assessments on those interested shortly.

Summerset Manor

The management of Summerset Manor worked on a new project to integrate Francophone residents with dementia into the bilingual household. In the past, residents with dementia had to move to the Alzheimer wing, where they unfortunately received very few services in French. The project is trying to remedy this problem.

A bilingual social worker position was posted, but there were no applicants. Currently several social work positions are advertised in PEI. Efforts are continuing to recruit someone to connect with the families.



INTEGRATION OF BILINGUAL

BILINGUAL HEALTHCARE STUDENTS

The campaign of bilingual students in the health field continued this year. In order to increase the number of entries in the student database, the promotional videos for bursaries were televised on CBC and Radio-Canada at a strategic time in May 2020. The **Health Network** wants to identify these students before they enter the workforce while promoting our bursaries on national networks.

The work of the student database working committee with various provincial government departments (Public Service Commission, Health and Wellness, Health PEI, and Economic Growth, Tourism and Culture) was ongoing in 2020-2021, and the committee met twice during the year.

The **Health Network** was invited to make French for the Future presentations to a Grade 12 French immersion class at Three Oaks Senior High school in Summerside. During this virtual presentation, we talked about the organization, the bursary campaign and the advantages of a career in healthcare, and we gave an overview of Health Careers on Prince Edward Island. Collège de l'Île also asked us to make a presentation to students in the Resident Care Worker program. The virtual presentation was similar, and focused on the directory and the Étoile Santé and Étoile Montante campaigns. The Franco-santé project has opened a new clientele for the **Health Network** among students in two Anglophone post-secondary institutions, UPEI and Holland College. Students participated in a quiz that identified their mother tongue and whether they wanted to stay on the Island to work after they finished their studies. There was also a virtual presentation on the organization, our campaigns and the directory. We offered two sessions to attract more students. Of the 19 persons who expressed an interest, 8 attended. March is a busy month for students because it's the end of the semester.

We intend to continue in 2021-2022 but offer the sessions at less busy times of the year. Prizes were awarded to the quiz winners and one student won a grand prize in a random draw.



HEALTH CAREERS GUIDE

Health Careers on Prince Edward Island was given a bilingual update.



HUMAN RESOURCES IN HEALTH

INTEGRATION STRATEGY FOR BILINGUAL HUMAN RESOURCES

This strategy resulted from various human resources and communication projects in 2019-2020. In order to communicate more efficiently with bilingual professionals, the **Health Network** adopted a visual signature and a strategic intervention plan. The goal of centralizing our human resources efforts is to combine activities related to recruitment, retention, supervision, training and networking of professionals with French language capacities.

The **Health Network** contacted healthcare professionals to invite them to register in its directory. A package of tools for an active offer of services in French and a shirt are presented to each professional registered in the directory. We are continuing to promote the directory and to contact French-speaking professionals to invite them to register. They also receive information if they want to have their language skills assessed by the Public Service Commission.

IMMIGRATION

The Société Santé en français (SSF) signed an agreement with Immigration, Refugees and Citizenship Canada (IRCC) on September 25, 2020 for four and a half years. The **Health Network** invested in the project to recruit nurses from France in 2020-2021 and plans to invest in the RN Bridging Program, which will also help Le Chez-Nous in their efforts to recruit nurses.

Meeting of the Coopération d'intégration francophone de l'Î.-P.-É. (CIF), the Réseau en intégration francophone de l'Î.-P.-É. and the **Health Network** with provincial officials from health and immigration departments, including the College of Registered Nurses of PEI. The meeting was positive, and we hope to be able to make progress on recruiting nurses from France and to

take advantage of the offer from the Ordre des infirmières du Québec to recruit 15 to 20 nurses for us each year. Meetings are continuing to set up the required measures allowing nurses from France to be fully integrated into the profession.

Networking continues to advance international recruitment, particularly in the area of recognizing the qualifications of nurses from France. A mission to Québec was cancelled because of the pandemic. A preliminary exploration of the success in this field in Québec has taken place and the matter is moving forward.

The *Health Care Regulated Professions Act* was amended in the Legislative Assembly in December 2020 following interventions by the CIF and its partners.



Jillian White, Franco-santé grand prize winner.

HEALTHY EARLY YEARS

The Healthy Early Years (HEY) project is in its second year. Despite the COVID-19 pandemic, the Healthy Early Years PEI Advisory Committee met twice in 2020-2021 and validated the timeline of steps in project development, including submission of priority projects and compilation of government recommendations taken from the 2019-2024 Healthy Early Years Community Services Plan (HEYCSP).



The six series of kits on twelve health themes were distributed, two to the Association des centres de la petite enfance francophones de l'Î.-P.-É. (ACPEFIPE), two to public libraries (J.-Henri-Blanchard in Summerside and Dr.-J.-Edmond-Arsenault in Charlottetown) and two to Cap enfants. The kits have been in circulation since August at Cap enfants and the ACPEFIPE, and since the end of November in the libraries. About thirty kits have been borrowed since they went into circulation, and the most popular themes are "Les 5 sens" (The 5 Senses) and "Mes émotions et moi" (My Emotions and Me). Cap enfants offered training to educators on how to use the kits.



A letter was sent to the Director of the Acadian and Francophone Affairs Secretariat with a copy to the chair of the Acadian and Francophone Community Advisory Committee, along with a copy of the 2019-2024 HEYCSP, a document containing recommendations to government partners stemming from the Healthy Early Years (HEY) initiative, and of a preliminary inventory of HEY programs and services. We are asking that the results of our consultations be integrated into departmental plans to apply the *French Language Services Act*.



Following a call for proposals in 2020, Diane Arsenault was hired as a consultant to create the helping tree. This document lists all French-language healthcare services for children from birth to age 6 available on Prince Edward Island, as well as online resources. The helping tree was created and printed in March 2021. It is found in the Cap enfants virtual toolkit and will be distributed starting in April 2021.

A virtual toolkit was created on Cap enfants' website, which also contains all the information about the Healthy Early Years project. The toolkit contains the helping tree, the themed kits and contact information for public health nurses. The health passport will be added in 2021-2022.





In fall 2020, the **Health Network** and Cap enfants visited the six school-community centres (SCC) in the Acadian and Francophone community to present them with \$2,000 to organize activities for families with children aged 0 to 6. One of the priorities in the 2019-2024 HEYCSP was to have more activities in French for families in the regions. Several SCC created activities around the health themes in the developmental kits. Kits were available for exploration and borrowing during the activities. This regional programming was successful and drew many participants. It will be renewed in 2021-2022.



To make it easier to use the themed kits, filming took place in February and March 2021 with six families. Production company Confound Films filmed all the videos in the J.-Henri-Blanchard Library in Summerside or in the families' homes. An introductory video was made in French and English, along with 12 French videos with English subtitles for the different themes. The videos will be available on the **Health Network's** YouTube page and in the Cap enfants virtual toolkit.

The provincial forum was held on March 24, 2021, with an update from the **Health Network** and Cap enfants. Social pediatrician Dr. Éline Deschênes spoke on the impact of the pandemic on children aged 0 to 6.



BURSARIES



Since 2014, two \$1,500 bursaries have been awarded to Prince Edward Island students who speak French and are enrolled in a post-secondary program in the healthcare field. Since 2020, a new \$500 bursary has gone to a student from outside the province or country enrolled in a post-secondary program in the healthcare field on Prince Edward Island.

When training institutions closed during the pandemic, it was a challenge for the team to reach students. The hardest to reach were candidates eligible for the new bursary for migrant and international students enrolled in a program on Prince Edward Island. The team is satisfied that it was able to keep a fair number in its database. We give credit to the television campaign and the new promotional videos on CBC and Radio-Canada for keeping our numbers up in 2020.

In 2020, 49 students applied for one of our two bursaries, 73% of them for the first time. The young applicants were added to our student database. The **Health Network** then shared this database with the student database working committee, including the Recruitment and Retention Secretariat, so that applicants can be informed of internship and work opportunities on Prince Edward Island. This initiative helps to counter the exodus of young bilingual Islanders so that they will be able to offer French-language healthcare services to the public after completing their studies.



Recipient of the 2020 bursary for ongoing studies:
Emma Sweeney,
originally from Saint Peters Bay, nursing student at Université de Moncton.



Recipient of the 2020 entrance bursary:
Caroline MacDonald,
originally from Clyde River, kinesiology student at Université de Moncton.



Recipient of the 2020 migrant bursary:
Mohsin Khayrattee,
originally from Mauritius, student in the registered nurse Bridging Program.

TOOLS CREATED



Étoile Santé

The first Étoile Santé campaign produced from 2014 to 2018, funded by Health Canada, invited members of the community to nominate their Étoile Santé. The **Health Network** prepared a profile of the healthcare providers by showing gratitude for their service in French and their role in making French-language healthcare services more accessible on Prince Edward Island and highlighting their career path. This very popular project spotlighted 38 individuals and it will begin again with a few modifications in 2021.



Since the COVID-19 pandemic started, Dr. Heather Morrison and her team have intervened in many areas. The Acadian and Francophone community was very appreciative of having access to information in French at press conferences, on the government website and at checkpoints. For these notable efforts, the **Health Network** presented an Honorary Étoile Santé Award to Dr. Heather Morrison and her team. This award was a way to recognize their ongoing efforts over the past months. A photo album of thanks from members of the Acadian and Francophone community was also presented.



Étoile Montante

The **Health Network** wanted to create an initiative highlighting the career ambitions of French-speaking healthcare students and encouraging an active offer of services in French. The new Étoile Montante campaign recognizes French-speaking students who will soon be on the job market in the healthcare system and their commitment to increased access to healthcare services in French in the province. Students can be nominated by a training institution, a healthcare establishment or a member of the public.



Promotional Cards

The **Health Network** had bilingual cards printed up to encourage nominations for our awards, as well as registration in the bilingual service provider directory.

Registration in the Directory

In 2020-2021, five providers registered in the **Health Network's** bilingual service provider directory. We expect more registrations in 2021-2022 due to the bilingual promotional cards and the presentation of the directory in schools.

VARIOUS PROJECTS

Student Well-being Teams

The **Health Network** organized a panel discussion on the Student Well-being Teams on October 8, 2020. Justin Grady, school outreach worker with the Department of Justice and Public Safety – Community Programs came to present the Student Well-being Teams. These teams give advice, hold consultations and offer services to support students facing mental, social or physical health problems. In this way, they can address students' problems earlier and prevent them from getting worse or hindering their capacity to succeed at school or in life.



To spark dialog, we continued with a presentation on the needs of students in the province's Francophone schools from the French Language School Board (FLSB), given by Lisa Marmen, Student Services Coordinator, and Patrick Bourdeau, Director of Instruction. Twenty percent of the Francophone student population has special needs: language or learning disorders; medical, emotional and behavioral problems; and autism spectrum disorder, among others. There are many services that are lacking such as speech-language pathologists, psychologists and occupational therapists.

Bon Appétit PEI School Food Inc.

The provincial healthy school food program launched in September 2020 will be managed by a new non-profit body, PEI School Food Inc., which will continue to provide healthy, affordable meals to Island students. The program will continue to use a pay-what-you-can model, to a maximum of \$5 per meal, in partnership with local vendors to provide healthy lunch options in Island schools that meet Canada's Food Guide.



PEI School Food Inc. is operating with an interim Board of Directors that includes president Austin Clement, chef and program manager at the Culinary Institute; Heather Mullen, president of the PEI Home and School Federation; Élise Arsenault, director of the PEI French **Health Network**; and Roberta Larsen, dietitian at Health PEI.

2020-2021 FINANCIAL STATEMENTS

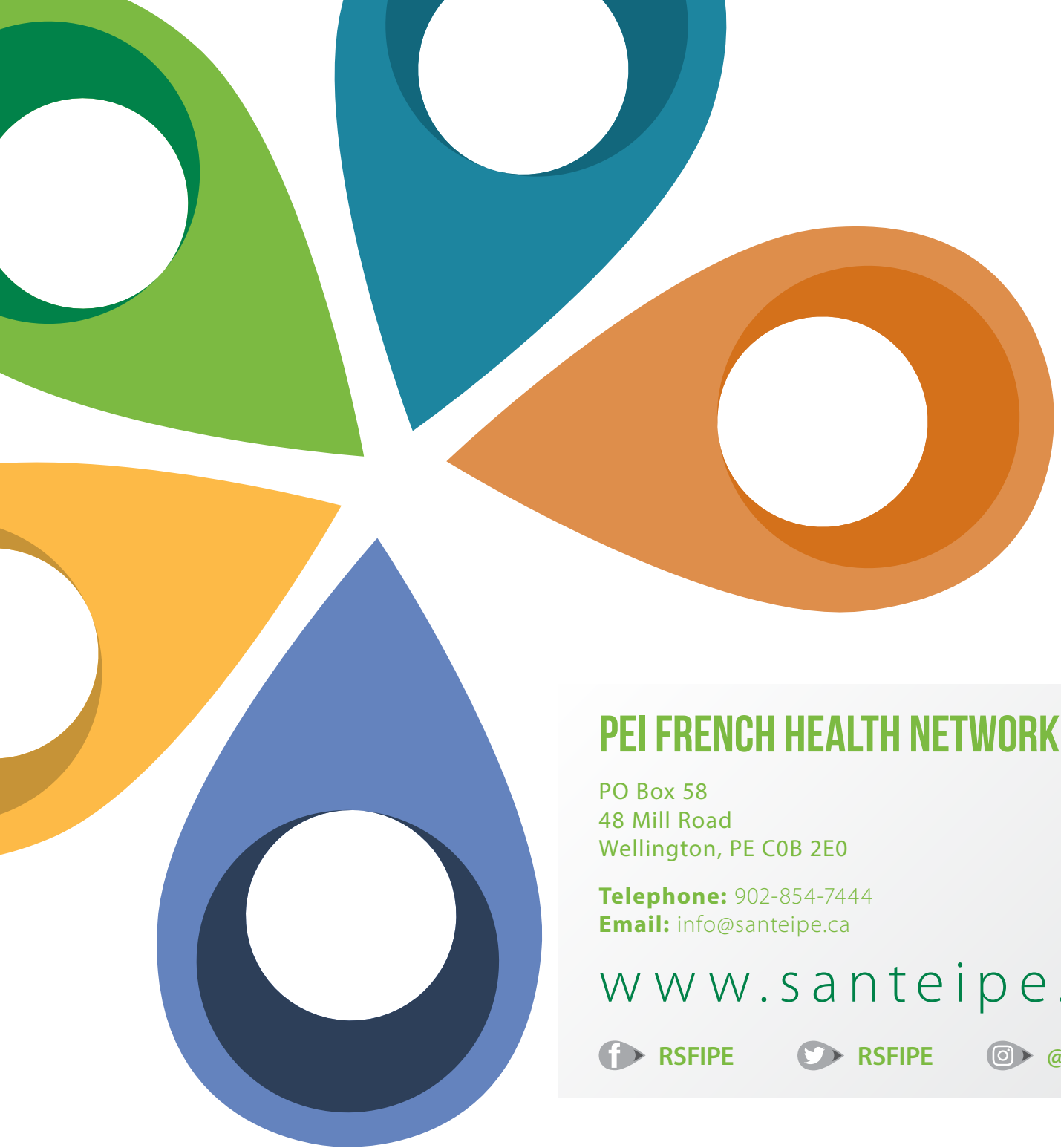
PEI FRENCH HEALTH NETWORK

Supplementary Schedule of Revenue and Expenses by Sector

For the year ending of March 31, 2021

	NETWORKING	IMPROVE ACCESS TO HOME CARE	IMPROVE ACCESS TO LONG-TERM CARE	BILINGUAL HR INTEGRATION - CAFÉ DE PARIS	FRANCO-SANTÉ PROJECT (FRANCO-PROFESSIONS)	HEALTHY EARLY YEARS	IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA	2020-2021	2019-2020
REVENUE									
Subsidies - SSF	149,944	30,000	41,667	30,000	5,618	17,900	17,500	292,629	457,258
Other revenue	3,000	-	-	-	-	-	-	3,000	3,000
Interest income	143	-	-	-	-	-	-	143	271
Total	153,087	30,000	41,667	30,000	5,618	17,900	17,500	295,772	460,529
EXPENSES									
Professional fees	31,977	30,000	41,667	29,739	5,621	9,009	15,000	163,013	312,750
Wages and benefits	54,113	-	-	-	-	5,197	2,520	61,830	64,827
Travel	3,649	-	-	-	-	618	-	4,267	27,184
Equipment	13,798	-	-	-	-	609	-	14,407	8,540
Office equipment	27,346	-	-	267	-	2,490	-	30,103	22,389
Audit fees	4,065	-	-	-	-	-	-	4,065	3,806
Rent and utilities	14,082	-	-	-	-	-	-	14,082	10,234
Maintenance and repair	0	-	-	-	-	-	-	0	6,451
Other expenses	2,884	-	-	-	-	-	-	2,884	3,011
Total	151,914	30,000	41,667	30,006	5,621	17,923	17,520	249,651	459,192
EXCESS REVENUE OVER EXPENSES FOR THE FISCAL YEAR	\$ 1,173	\$ 0	\$ 0	\$ (6)	\$ (3)	\$ (23)	\$ (20)	\$ 1,121	\$ 1,337

* All projects funded by the SSF (Société Santé en français) are funded by Health Canada, with the exception of the Healthy Early Years project which is funded by the Public Health Agency of Canada and the immigration file, which is funded by Immigration, Refugees and Citizenship Canada.



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