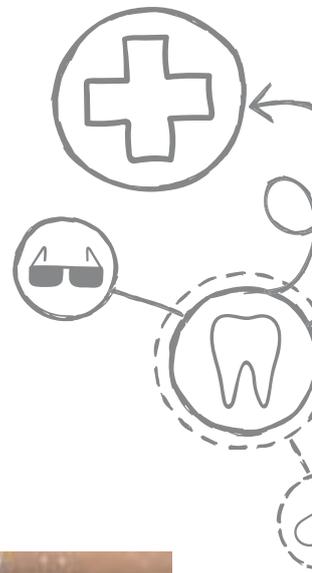


Réso Santé
Colombie-Britannique
Votre santé en français



Choose your services in French!

ANNUAL REPORT 2018-2019



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This initiative was made possible through
a financial contribution from Health Canada.



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MESSAGE FROM THE CHAIR

RésoSanté celebrated its 15th anniversary in 2018, having made many notable accomplishments over the years in our work to support the health of Francophones in British Columbia. As in any adolescence, the organisation moved into a phase of structural change as it strengthened its identity as a central resource point for the health of Francophones.

In 2019, the future holds even more promise for our organisation. Our directory of health professionals has been one of our greatest successes and continues to be a source of pride and accomplishment. Over 1700 professionals are listed online, linking supply with demand in regard to health services. This online tool is more relevant than ever with an increase of over 75% in its use by French-speakers!

Furthermore, our funding sources continue to grow and to diversify. During the 2018-2019 financial year, our annual budget reached close to half a million dollars. We are well positioned to exceed this figure as we respond to federal granting opportunities including mental health funding through the Public Health Agency of Canada as well as the Substance Use and Addictions Program. At the same time, the RésoSanté C.-B. team has grown with 9 members now working internally and externally on projects. This growing team allows us to respond to new opportunities such as collaborations with the Francophone Immigration Program and the Société de Développement Économique.

These major advances have been strengthened through the recognition and support of the provincial Ministry of Health. In Adrian Dix, Minister of Health and Minister Responsible for Francophone Affairs, we have a valuable and supportive partner that we can engage in discussion around the reaching of our future goals. The funding announcement of over \$80,000 to study the feasibility of a Francophone health centre truly marked a turning point for our movement.

I would like to express my appreciation for the work of our Board of Directors who represent a wide range of health professionals, community representatives and users of health services. This engaged board has made all the difference in the management of our key projects and the great progress that we have seen in our movement this year. **Bravo!**

In conclusion, I am extremely confident as I look to the future: I see possible funding from the Ministry of Health for our network. I see a Francophone health centre integrated into the strategic planning of health authorities. I see an official recognition of our role as the voice of Francophones within the Ministry of Health. I see a flourishing and healthy Francophone community in British Columbia.



Brian Conway MD, FRCPC

ABOUT RÉSO SANTÉ COLOMBIE-BRITANNIQUE

RésoSanté Colombie-Britannique is the provincial Ministry of Health primary contact for the health of the Francophone community of British Columbia.

RésoSanté C.-B. supports the development, integration and sustainability of French-language health care services throughout British Columbia. In order to do so, RésoSanté C.-B. works closely with a network of partners to bring together health care professionals, French-speaking government representatives and representatives from health authorities, community organizations and educational institutions to provide better French-language services to the Francophone community of British Columbia.

OUR ENGAGEMENT

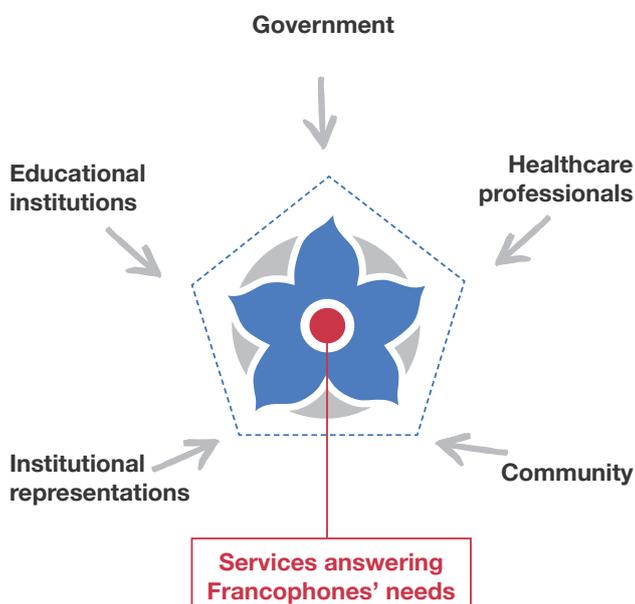
RésoSanté C.-B. is committed to:

- Promoting, developing and supporting the implementation of strategies;
- Promoting French-language health care services;
- Sharing information on health;
- Promoting awareness and involvement of the Francophone population on the health issues affecting official language minority communities; and
- Proposing and facilitating research on French-language health care services in British Columbia.

AXES STRATÉGIQUES D'INTERVENTION

RésoSanté C.-B.'s strategic initiatives are:

- Addressing the determinants of health;
- Adapting existing services;
- Building capacity and networking;
- Mobilizing knowledge and engaging with health partners;
- Recruiting and retaining human resources with French-language skills.



THE MEMBERS OF THE BOARD OF DIRECTORS

The Board of Directors is composed of key health partners selected in accordance with the five broad groups of stakeholders, as illustrated in the World Health Organization's social accountability partnership pentagram. They are:

Academic Institutions

Dr. Brett Schrewe – UBC & Franco Doc
Isabelle Thibault – Collège Éducacentre

Health Managers

Doris Brisebois – Foyer Maillard
Dr. Brian Conway – Centre Médical Francophone de Vancouver
Hélène Dufour – Vancouver Island Health Authority

Community

Jean-Marie Bernard – Association francophone de Surrey
Roch Massicotte – Fédération des parents francophones de Colombie-Britannique
Hélène Rasmussen – La Boussole
Marina Schmitt – Société francophone de Victoria

Health Care Professionals

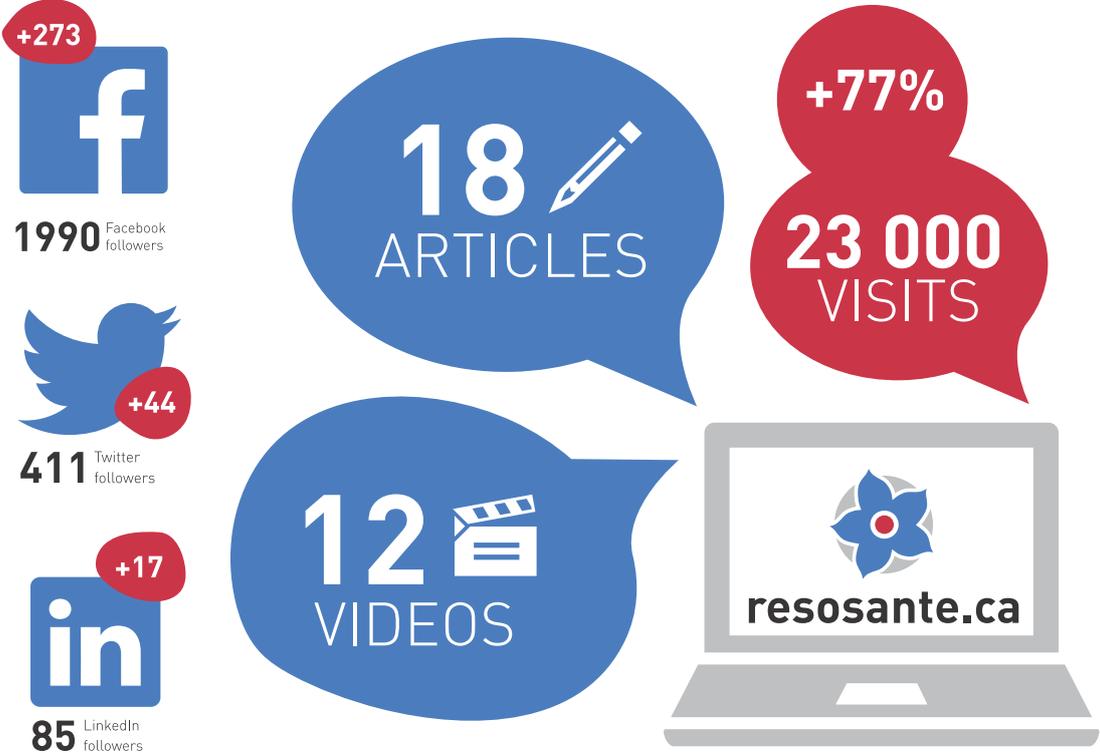
Sébastien Payan – Nurse, Vancouver Coastal Health
Dr. Vladimir Marquez – Gastroenterologist and hepatologist
Katrina Ward – Medical student at UBC

Government

Chantal Brodeur – Provincial Francophone Affairs Program
Véronique Mercier – Provincial Francophone Affairs Program
Christina Sampogna - Canada Health

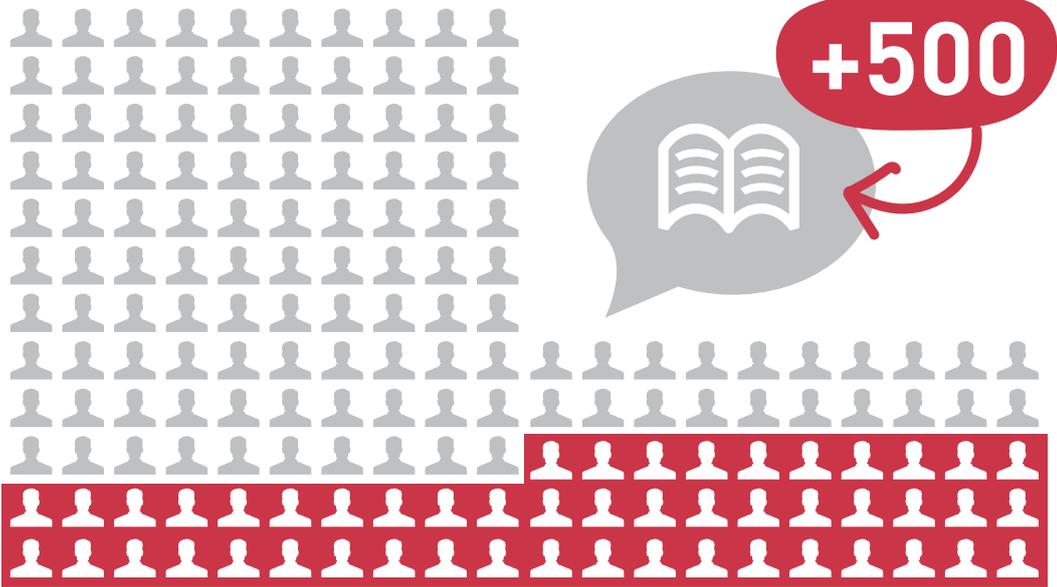
KEY FIGURES

Everything that is measured and watched improves. –Bob Parsons



15 YEARS OF EXISTENCE!

1700 health care professionals registered in our **DIRECTORY**



PROJECTS TO PROMOTE THE HEALTH OF FRANCOPHONES

COMMUNITY HEALTH CENTRE



The Honourable Adrian Dix, Minister of Health and Minister Responsible for the Francophone Affairs Program, has announced a provincial investment of \$250,000 in four community projects to improve French-language services for Francophones living in British Columbia. Of this amount, \$84,000 will be allocated to conduct survey research to better identify Francophones' needs in regards to the Vancouver bilingual community health centre's project.

Each year for five years, \$250,000 will be provided for projects seeking to enhance the services offered in French and promote the linguistic vitality of British Columbia's Francophone community.

We are grateful to the provincial government, especially to Minister Adrian Dix and his team, for their financial support. It will help improve the quality of care provided to Francophones.

SURVEY ON THE HEALTH OF FRANCOPHONE IMMIGRANTS

The health sector is one of the sectors where the impact of immigration is not widely documented. The literature on the health needs of immigrants in Canada suggests that newcomers are generally healthier than the Canadian-born population, but this initial health advantage lessens over time.

RésoSanté C.-B., in partnership with the Public Health Agency of Canada, coordinated a bilingual study on the health of the Francophones in British Columbia. Nearly 120 French-speaking immigrants took part in the survey, which gave us the opportunity to draw a complete picture of the situation and make recommendations to address the challenges they face.

WHITE PAPER ON THE HEALTH OF FRANCOPHONES IN MINORITY COMMUNITIES

While acknowledging the health-related issues affecting French speakers in minority communities is relatively recent, the concerns of Canadian about the importance of health is not. Numerous studies have shown that, in spite of the fact that French is one of the country's two official languages, Francophones in minority communities must overcome significant barriers to receive adequate and safe French-language services that meet their needs. The purpose of the White Paper is to take stock of the state of French-language health care services in British Columbia and describe the barriers that affect the implementation of those services. The White Paper makes systemic recommendations to all parties involved.



WORKING WITH THE GENERAL PUBLIC

SENIORS

FALLS PREVENTION CLINIC

In partnership with the Association francophone de Surrey (AFS), a 2nd French mobile clinic was held at the Fleetwood Library, in Surrey, in June 2018. The mobile clinic welcomed twelve French-speaking patients. The success of this event and the turnout at the clinic was due in large part to the AFS, who organized a meeting to raise awareness among their senior members prior to the event. The mobile clinic had such a positive systemic impact that Fraser Health Authority officials reserved the location of the 2019 clinic on the very same day.

OSTEOFIT PROGRAM

The first session of Osteofit, a certified exercise, education and falls prevention program for individuals with osteoporosis, low bone density or who are at risk of fractures and falls, took place from January 16 to April 19, 2018. The popular program attracted the interest of 16 members of the Société francophone de Maillardville and brought together seven participants twice a week. We are proud to have engaged seniors to participate in an exercise program on a regular basis and over such a long period of time.

The Osteofit program also generated interest among other groups of French-speaking seniors, particularly in Surrey where discussions about the feasibility of organizing similar lessons in the future are underway. In addition, the Centre culturel francophone de l'Okanagan in Kelowna expressed an interest in integrating Osteofit classes into

their fall 2018 program in accordance with the program Ambassadeurs communautaires en régions, a New Horizons program initiated by RésoSanté C.-B. Going forward, the definite implementation of Osteofit programs will depend on the feasibility of finding locations where classes can be held and organizing transportation for the participants.

50+ HEALTH FAIR



In August 2018, RésoSanté C.-B. participated in the 2nd edition of la Foire Santé 50 ans et plus at the Queensborough community center in New Westminster.

At the end of March 2018, RésoSanté C.-B. hosted the 2nd edition of the 50+ Health Fair at the Queensborough Community Centre in New Westminster. Participants were extremely pleased to discover the various types of French-language resources offered to seniors in British Columbia and to have been able to talk about topics related to healthy aging habits with health care professionals.



REGIONAL PRESENTATIONS FOR SENIORS

As part of the program Ambassadeurs communautaires pour la prévention des chutes en régions, RésoSanté C.-B. offered presentations on the prevention of falls to the Francophone community of Kelowna (in person) and of Campbell River (through distance learning).

Seniors were actively involved in these two presentations, and the two organizations wish to plan more prevention activities for Francophone seniors.

Between 25 and 30 participants attended a workshop on nutrition and type-2 diabetes prevention specifically intended for the members of the Association franco-mauricienne de la Colombie-Britannique, in Surrey.



DEVELOPMENT AND TRANSLATION OF MATERIAL IN FRENCH FOR SENIORS

RésoSanté C.-B. produced a series of videos from lectures on nutrition to facilitate future conference calls. The goal was to ensure sustainability, transfer information to the target audience and prevent falls among seniors across the province.

Thanks to RésoSanté C.-B.'s efforts, almost every section of the Finding Balance BC's website was translated into French. The BC Injury Research and Prevention Unit (PHSA) endorsed the translated material and translated it into French. In November, RésoSanté C.-B. participated in its first provincial Falls Prevention Campaign. The posters and other promotional material that were written in French were added to the Finding Balance BC's website and sent to a list (compiled by RésoSanté C.-B.) of health care professionals registered in RésoSanté C.-B.'s online directory.



FAMILIES AND YOUTH

TÉFIÉ'S WORKSHOPS FOR IMMIGRANT PARENTS AND YOUTH

RésoSanté Colombie-Britannique meet with young French-speaking immigrants and their families through TÉFIÉ's workshops. The goal was to give them an overview of all the resources and tools available in French in British Columbia that could help them navigate the system and find services that meet their health needs. More than 30 youths had the chance to learn more about the French-language health care services available the province. Workshops on yoga and fitness were also offered..



BREAKFAST ON THE THEME OF HEALTH IN PRINCE GEORGE

Benjamin Stoll, RésoSanté C.-B.'s executive director, visited Prince George to meet with the local Francophone community and newcomers. In collaboration with the Cercle des Canadiens Français de Prince George and the Réseau d'immigration francophone, RésoSanté C.-B. gave locals an overview of the resources that are available to them in French and answered questions about B.C. health care services.



THE ENTIRE FRANCOPHONE COMMUNITY

WELCOME TO VANCOUVER

Each year, the group Vancouver en Français organizes an event to welcome newcomers. This event gives newcomers the opportunity to learn about the resources available in French in B.C. as well as the Vancouver Francophone community's actors. The event was sold out and was a huge success.

INTRODUCTION TO FIRST AID TRAINING

RésoSanté C.-B. offered the Introduction to First Aid course to UBC's medical students and to Francophone community members who volunteered their time during community-driven events held in partnership with French in Medicine and the Collège Éducacentre.



USING NALOXONE KITS: TRAINING AND MATERIAL DEVELOPMENT

RésoSanté C.-B., in collaboration with Vancouver Coastal Health and with the financial support of Indivior, a laboratory that specializes in the treatment of addiction, produced a series of videos that outline the step to follow when someone has overdosed. The videos explain how to respond when someone is unconscious due to an opioids overdose and how to administer naloxone. In addition, RésoSanté C.-B., in collaboration with La Boussole, organized a training session on naloxone through the French in Medicine's conversation classes. The twelve participants learned how to save lives and received a naloxone kit. An instructor from La Boussole also taught them how to administer naloxone.

Following this event, RésoSanté C.-B. and its partner, the French PHSA, talked about the possibility of translating the naloxone kit's user manual into French.

WORKING WITH COMMUNITY PARTNERS



WOMEN'S HEALTH

RésoSanté C.-B., Réseau-Femmes C.-B., the French PHSA and La Boussole worked together to create, develop and disseminate short videos on pregnancy-related matters to provide French-language resources to support pregnant women throughout B.C. The short videos were launched and presented in early January, and health care professionals were available to take questions from participants.



MENTAL HEALTH

RésoSanté C.-B. supported mental health through Le Soulier, a play presented by the Théâtre de la Seizième. Mental health is a top priority for the Government of British Columbia. Given that communities are also affected by mental illnesses, RésoSanté C.-B. participated in a discussion on mental health with the public and La Boussole.

WORKING WITH HEALTH CARE PROFESSIONALS

INCREASE OF THE ACTIVE OFFER

MORE THAN 1,700 HEALTH CARE PROFESSIONALS ARE NOW REGISTERED IN THE ONLINE DIRECTORY!

RésoSanté C.-B.'s directory brings together more than 1,700 BC health care professionals, which represent an increase of more than 40% of registered professionals compared to the previous year. This increase is encouraging and RésoSanté C.-B. will continue its efforts to support the 12,325 B.C. health care professionals who have reported being able to speak French.

RÉSOSANTÉ COLOMBIE- BRITANNIQUE'S RECOGNITION AWARD: CONGRATULATIONS TO ASHLEY KWON AND TO THE FALLS PREVENTION PROGRAM

Every year, RésoSanté Colombie-Britannique recognizes an initiative that has contributed to improving the health and well-being of Francophones in British Columbia and to promoting the active offer. This recognition award recognizes an innovation, partnership, commitment, human resource development or health-related policies or services that have made an outstanding contribution to the health of the Francophone community of British Columbia.

This year, the RésoSanté Colombie-Britannique's Recognition Award was presented to Ashley Kwon, the Falls Prevention Program Manager at Fraser Health Authority. Thanks to her commitment, the Falls Prevention Program's training manual was adapted into French and three mobile clinics were established in British Columbia in 2018. Her involvement in the organization of the mobile clinics as well as in the mobilization of on-site workers has contributed to facilitating access to French-language services for seniors



The Falls Prevention Program is dedicated to reducing the incidence of falls-related injuries by providing seniors with information on the many risk factors linked to falls and daily exercises to prevent them.

We would like to thank Ashley for her commitment!

RÉSOSANTÉ C.-B.'S SCHOLARSHIP

Each year, the RésoSanté Colombie-Britannique's scholarship proudly recognizes the commitment of a French-speaking graduate from the Conseil scolaire francophone or an immersion school who is pursuing post-secondary studies and considering a career in French-language health care in British Columbia. This year, the \$1,000 scholarship was presented to Joël Rivera, a young graduate from l'École Jules Verne, in Vancouver.

From an early age, Joël was very involved in both of his native French and Aboriginal communities. He wishes to serve Francophone minority communities by incorporating his passion for culture and the French language, his private pilot's license and his future medical training.

His dream is to become a physician and travel by plane to provide French-language services in B.C.'s small, remote and rural communities. With this important project, Joël will contribute to maintaining the health of the Francophone community across the province.



SUPPORTING FRENCH-SPEAKING HEALTH CARE PROFESSIONALS

FRENCH IN MEDICINE'S EVENING CONSERVATION SESSIONS

RésoSanté C.-B. is proud to give UBC's Francophile medical students the opportunity use French in a casual and friendly setting. Every two weeks, members of the French in Medicine Club get together listen to health experts, play health-related board games, receive training (first aid; Naloxone) and review clinical cases. These activities allow them to broaden their vocabulary and give them more opportunities to practise French, which is necessary if they want to serve Francophone patients after they graduate. Many thanks to Paul Clerc and Janice Lo, medical students and co-chairs of the French in Medicine Club for their commitment throughout the year.



CAFÉ DE PARIS

Café de Paris is workplace language support service for health care professionals. This tool offers individualized support in a relaxed, non-traditional atmosphere, allowing health care professionals to acquire or maintain basic French language skills, to interact more easily when speaking French, to benefit from more tools and resources, and to be able to offer services in both official languages in their respective discipline.

The beginner-level and intermediate-level classes are offered twice a week, every week, on Tuesdays and Thursdays, at the BC Children's and BC Women's Hospitals. Many thanks to the French PHSA for their support in the implementation and logistical organization of this project.



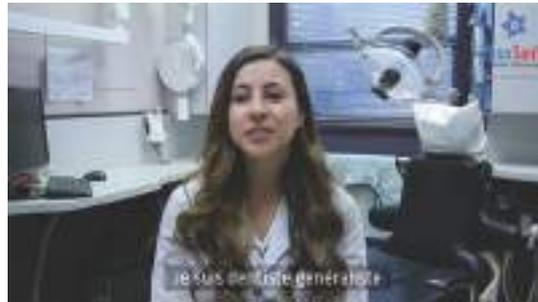
HEALTH CAREER CONNECTION PROGRAM

Many Francophone newcomers received basic training in their country of origin and have previous experience in health care. Most immigrants to British Columbia face a number of barriers, namely not being able to exercise their profession. RésoSanté C.-B., in collaboration with BC Francophone Immigration Program, presented online tools to allow Francophone newcomers and candidates for immigration to better understand how qualifications are recognized in B.C. and the state of the B.C. health care labour market. Some of RésoSanté C.-B.'s partners were there to share their own journey and present their resources so that health care professionals may find their way without sacrificing their careers.



MEETING WITH FRENCH-SPEAKING HEALTH CARE PROFESSIONALS

RésoSanté C.-B. met with health care professionals to give the Francophone community an overview of the French-language health care services offered near them, in British Columbia. Four French-speaking professionals were given the opportunity to talk about their profession and start a dialogue with the community through short video interviews. This year, a nurse, a physiotherapist, a nutritionist and a dentist were invited to talk about their profession and career path.



NEW OFFICES

RésoSanté C.-B. moved in May 2018. We are now located near the Maison de la Francophonie de Vancouver, in the heart of the vibrant Granville Island community, near Broadway.



ACKNOWLEDGMENTS

RésoSanté C.-B. would like to thank everyone who has contributed directly or indirectly to promoting French-language health care services in British Columbia. A special thanks to our volunteers, our community partners across the province, the members of our Board of Directors and the health care professionals who work continuously to maintain the vitality of B.C.'s Francophone community.



FINANCIAL STATEMENTS

STATEMENT OF FINANCIAL POSITION

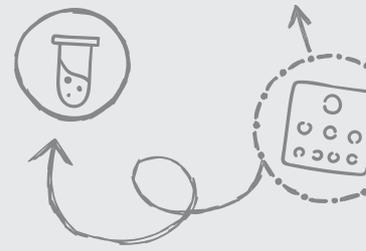
for the year ended March 31 2019

ASSETS	31 mars 2019	31 mars 2018
Current		
Cash	\$148,258	\$79,226
Accounts Receivable	\$10,995	\$2,823
GST Receivable	\$7,126	\$10,162
Prepaid Expenses	\$1,210	\$888
	\$167,590	\$93,099
LIABILITIES AND NET ASSET		
CURRENT LIABILITIES		
Accounts Payable and Accrued Liabilities	\$21,772	\$27,830
Wages Payable	\$6,902	\$11,142
Government Remittances	\$139	\$4,282
Deferred Revenue	\$94,546	\$24,575
	\$123,359	\$67,829
NET ASSETS		
Unrestricted Net Assets	\$44,231	\$25,270
TOTAL LIABILITIES AND NET ASSETS	\$167,590	\$93,099

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

for the year ended March 31 2019

REVENUE	2019	2018
• Government Funding	\$371,475	\$338,298
• Jeunesse Canada	\$9,082	\$27,806
• Societe de Development Economique	\$23,049	\$10,920
• SQRC	\$4,000	\$2,400
• Other Income	\$18,549	\$3,253
	\$426,155	\$382,677
EXPENSES		
HUMAN RESOURCES		
Wages and Benefits	\$228,747	\$188,485
Subcontracts	\$117,760	\$89,101
	\$346,507	\$277,586
GENERAL OPERATIONS		
Supplies and Equipment	\$19,737	\$27,964
Miscellaneous Expenses	\$15,337	\$25,332
Rent and Facilities	\$14,982	\$21,078
Travel and Accommodations	\$9,631	\$22,209
Performance Measurement and Dissemination	\$1,000	-
	\$60,687	\$96,583
TOTAL EXPENSES	\$407,194	\$374,169
Excess of Revenues (Expenses)	\$18,961	\$8,508
Net Assets, beginning balance	\$25,270	\$16,762
Net Assets, closing balance	\$44,231	\$25,270



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www.resosante.ca

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