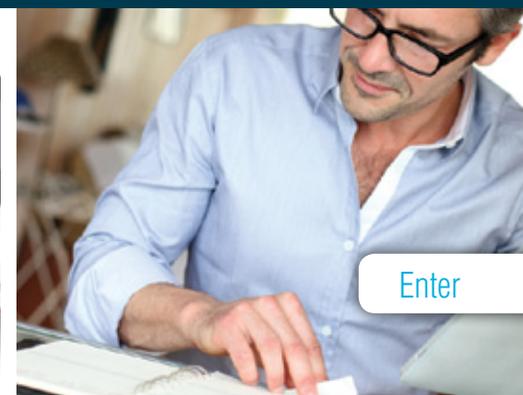


TheResource

FRENCH LANGUAGE SPECIALIZED
SERVICES RESOURCE

2013 | ANNUAL
2014 | REPORT

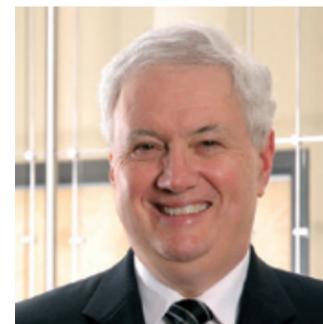
An initiative of the Community Networks of Specialized Care



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Word from the **President**

RAYMOND A. LEMAY

President

This has been a landmark year for the Resource! This annual report describes its achievements and activities over the past financial year. The provincial initiative has made great progress on several strategic fronts. These include its growing visibility, its commitment and its support of specialized Francophone services in Ontario. It has fulfilled its mandate, which is to act as collector and pivot point to strengthen networking.

The Resource is committed to being a central catalyst for the province's Francophone professionals working with adults with developmental disabilities and mental health needs and/or challenging behaviours (ie. dual diagnosis) by maximizing opportunities for networking and knowledge sharing and by establishing innovative partnerships.

In addition to promoting interregional cooperation, there have been a number of videoconferences and webcasts marked by a distinct increase in the involvement of the sector's professionals in those knowledge transfer activities. What most caught the attention this videoconferencing and video casting season was without doubt the use of a tutorial on multidisciplinary approaches such as:

- Career development for people with intellectual disabilities,
- Primary care tools,
- Authorized actions,
- Gentle teaching,
- Psychotropic drugs: antidepressants - antipsychotics & anxiolytics – mood stabilizers,
- Positive psychology, etc.

Several collaborative efforts with university people and specialized services have been brought about.

This year-end report is rather marked by the continuity of our commitment since several projects launched last year will come to fruition next year and will benefit many francophone Francophone professionals.

Finally, over the past year, the Resource project has taken off. The initiative foreshadows a promising future for the Francophone community and professionals in Ontario. Our goal for 2014-2015 is unequivocal: make the Resource, your resource!

Raymond A. Lemay

The contributions of our Community Network of Specialized Care (CNSC) members, coordinators and leaders, and that of our advisory committee, have not gone unnoticed. A sincere thank you to all those key partners.



Word from the Provincial Coordinator

SOPHIE LAMONTAGNE

Provincial Coordinator

The year 2013-2014 saw the establishment of multiple partnership resources essential for ensuring the development of a sharing community and enhancing networking opportunities among Francophone professionals in the sector.

Moreover, it was a very busy year, filled with projects carried out in every corner of the province which significantly improved access to and delivery of specialized Francophone services.

This report describes the extent of the work carried out this year, highlighting events that reflect the three functions associated with the Resource's strategic foundation. The priority of the provincial initiative has been emphasized by efforts aimed at increasing the professional development opportunities and providing the quality resources Francophone experts need. Finally, I am particularly grateful for the support received from our chair, our Advisory Committee and Service Providers in strengthening the capacities of the Franco-Ontarian community. Thank you!

Sophie Lamontagne
Sophie Lamontagne

Advisory committee 2013-2014



KIM SÉGUIN, Program Supervisor, Ministry of Community and Social Services (MCSS) – Eastern Region // **JEANNETTE BÉLANGER**, Program Supervisor, Ministry of Community and Social Services (MCSS) – North-East Region // **GÉRALD PEZZOT**, Program Supervisor, Ministry of Community and Social Services (MCSS) – Central Region // **CAROLE LÉVEILLÉ**, Health Care Facilitator, Eastern Region Community Network of Specialized Care/ Ongwanada (Kingston) // **MARC RICHER**, Director of Residential Services, Association pour l'intégration sociale d'Ottawa (AISO) // **JO-ANN TRAHAN**, Coordinator, Northern Region Community Network of Specialized Care / Hands The Family Help Network of the Northern Region // **DANIEL ROY**, Manager of Infant Development & Speech and Language Services Program, Cochrane Temiskaming Resource Centre (CTRC) // **SYLVIE BÉLANGER**, General Director, Community Living West Nipissing // **LOUISE SPICER**, Regional Videoconference Coordinator, Community Network of Specialized Care /Community Living Huronia of the Central Region // **DIANE SMITH-COOMBER**, administrative support/webmaster, Southern Region Community Network of Specialized Care /Bathesda (Toronto)

THE EMERGENCE
OF A PROMISING FUTURE
FOR OUR COMMUNITY
AND OUR PROFESSIONALS
IN FRENCH ONTARIO
IN THE SPECIALIZED
SERVICES SECTOR

The Resource's strategic foundation

Mandate

The mandate of the French Language Specialized Services Resource (*The Resource*)/ *Ressource de services spécialisés en langue française (La Ressource)* is to improve access to specialized clinical services in French province-wide, thus improving local service delivery in collaboration with Ontario agencies serving Francophone adults with developmental disabilities and mental health needs and/or challenging behaviours and complex needs.

Acting as a pivot point for the Francophone specialized services sector, in 2013-2014 we undertook to fulfil the following functions and strategic goals:

FUNCTION 1 - IMPROVE ACCESS TO SERVICES IN FRENCH

GOALS

- Promote networking between professionals and existing Francophone structures;
- Develop inter-regional access procedures and specialized services knowledge sharing methods;

FUNCTION 2 - IMPROVE THE DELIVERY OF SERVICES IN FRENCH

GOALS

- Encourage the professional development of Community Network of Specialized Care (CNSC) members and professional organizations in order to provide more services to Francophones.

FUNCTION 3 - STRENGTHEN THE FRANCOPHONE CAPACITY OF ALL COMMUNITY NETWORKS OF SPECIALIZED CARE (CNSC)

GOALS

- Establish links among Francophone academic and research communities;
- Improve access to research and best practices;
- Support the development of enhanced knowledge on specialized services in French through professional development and possibly internships;
- Support training for general health and social service providers to develop capacity to provide services in French.

FUNCTION 1 IMPROVE ACCESS TO SERVICES IN FRENCH

PROMOTE NETWORKING BETWEEN PROFESSIONALS AND EXISTING FRANCOPHONE STRUCTURES

- Many measures were put in place to **initiate and strengthen cooperation with regional and provincial stakeholders**. This need to enhance networking allowed us to explore and identify the Francophone community's unique and varied needs. *The Resource* set itself a challenge, based on its strategic foundations, to **engage developmental disabilities and mental health/or challenging behaviours (ie. dual diagnosis) milieu and the Francophone community in all its diversity to create a sharing community**.
- *The Resource* has continued **intensifying its efforts to involve Francophones more in planning services in the sector** (e.g. by participating in service/program planning roundtables, conferences, consultation with partners, etc.).
- It has also **encouraged the sharing of exemplary practices** and improving the capacity of organizations to innovate, to cooperate, and to select sustainable means of cooperating in order to obtain better results for Francophone clients and communities.

INTER-REGIONAL ACCESS AND KNOWLEDGE SHARING MECANISMS

- *The Resource* has collaborated in **putting an interactive tutorial in place called "Using a team approach to support adults with developmental disability and challenging behavior"**. The tutorial brought Francophone front-line direct support professionals, clinicians and health care/specialized service providers, and managers together and assembled a Francophone panel of 4 experienced experts in various disciplines.

The event encouraged interdisciplinary networking and Francophone expertise and resource sharing, thus better preparing professionals to carry out their daily duties.



**THE RESOURCE IS
THE EXCHANGE
OF EXPERTISE AND
FRENCH RESOURCES**

FUNCTION 2

IMPROVE THE DELIVERY OF FRENCH SERVICES

ENCOURAGE THE PROFESSIONAL DEVELOPMENT OF COMMUNITY NETWORKS OF SPECIALIZED CARE (CNSC) MEMBERS AND PROFESSIONAL ORGANIZATIONS TO PROVIDE MORE SERVICES TO FRANCOPHONES

Implementation of a Francophone resources directory specific to specialized services

- *The Resource* has pursued its project to **implement a single provincial Francophone directory for professional specialized services networks**. This initiative is a **first in French Ontario**, and will be available to the public in late 2014 via an electronic search engine. It will provide:
 - A library of relevant Francophone resources and tools;
 - A full list of agencies and services available in French in the sector.

SUPPORT FOR THE DEVELOPMENT OF FRANCOPHONE TOOLS AND RESOURCES

- *The Resource* has supported a working committee mandated by the Regroupement des partenaires francophones in the research, development and **implementation phases of a first exploratory study in French Ontario of terminology used in the area of developmental disabilities**: “Terminology Exploratory Research : Developmental disabilities and developmental handicap”. It is scheduled to be published and distributed in 2014.

COOPERATION AND KNOWLEDGE SHARING AMONG ORGANIZATIONS TO MAXIMIZE FRENCH SERVICES

- *The Resource's* activities have allowed us to **strengthen capacity throughout the province by supporting local and regional service agencies to meet their obligations under the French Language Services Act** so they can develop and improve French services.
- It has worked on the collaborative participation of designated and non-designated organizations cooperating within a common understanding of the **development of French services capacity and access to services provided to Francophones**. Support aimed at better dealing with the requirements of the Ontario Regulation 284/11.

FUNCTION 3

STRENGTHEN THE FRANCOPHONE CAPACITY OF ALL COMMUNITY SPECIALIZED CARE NETWORKS IN THE PROVINCE

FRANCOPHONE PROFESSIONAL DEVELOPMENT IN THE REGIONS

- In September 2013, the Resource **launched its professional development calendar**, which included basic technical and theoretical educational sessions, available by videoconferencing, web broadcasting and in person events.
- In 2013-2014, the Resource held **more than ten professional development events in French**.
- The Resource worked on **implementing its professional development needs assessment** to better identify the community's priorities in terms of professional development.

FRANCOPHONE PRIMARY CARE GUIDELINES FOR ADULTS WITH A DEVELOPMENTAL DISABILITY

- Terry Broda, a Nurse Practitioner/Health Care Facilitator for the Resource, the CNSC and Solutions (Ottawa), has provided **continuity in promoting the document Primary Care Guidelines for adults with a developmental disability for – Consensual guidelines to assist Doctors and other Primary Care Providers** in enhancing the primary care experience for individuals with developmental disabilities.

FRANCOPHONE ACADEMIC AND RESEARCH COMMUNITIES

- The Resource has **established relationships among Francophone academic and research communities** allowing them to play an active role in developing the sector in French (e.g. IDÉE pour l'inclusion, Virginie Cobigo, a clinical psychologist at the University of Ottawa).



LaRessource.ca 

**FIND...
AN AGENCY, A RESOURCE,
A PUBLICATION, A TRAINING**



2013-2014 HIGHLIGHTS

THE RESOURCE, A COMMITTED SPECIALIZED SERVICES COMMUNITY

DEVELOPMENTAL SERVICES HUMAN RESOURCES STRATEGY

- The Resource supported the Strategy in holding a “Developmental Services Human Resource Strategy Forum” on February 6 – 7, 2014 in Toronto, which attracted **more than 120 attendees**.
- It continues to support the Strategy’s Communication and Marketing Committee, whose aim is to make people aware of the developmental services sector as a first career option or choice.

<http://www.ontariodevelopmentalservices.ca/fr/strategie-rh-sd>

VIDEO CONFERENCING AND WEBCASTING – AN EFFECTIVE KNOWLEDGE SHARING SYSTEM

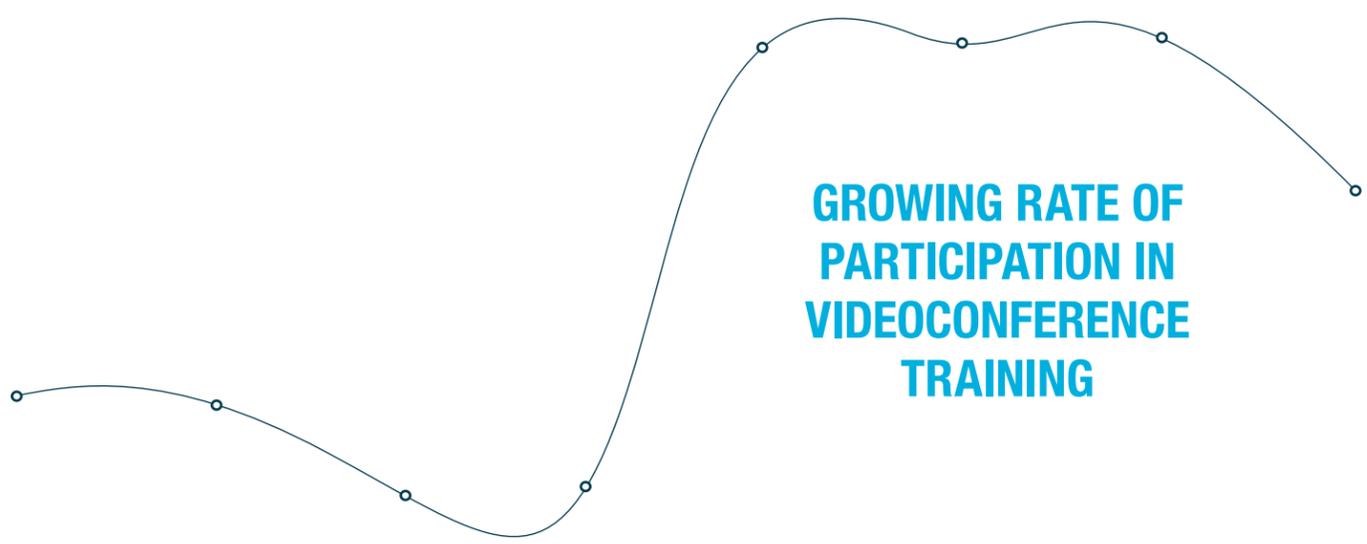
- The use of videoconferencing and web broadcasting for educational, administrative and clinical purposes has increased considerably since last year. Professionals and the community have 134 Ontario Telemedicine Network (OTN) videoconferencing system sites in all regions of the province available to them.

EDUCATIONAL AND INTERACTIVE EVENTS

- “Interactive tutorial: Using a team approach to support adults with developmental disability and challenging behavior” on March 3, 2014 – **almost 20 Ontario Telemedicine Network (OTN) teleconferencing sites** took full advantage of this opportunity to learn and share knowledge.

PROVINCIAL INITIATIVE ON STRENGTHENING HEALTH CARE CAPACITY AND SUPPORT OF SPECIALIZED SERVICES IN FRENCH

- Terry Broda, the Resource Health Care Facilitator, as well as a Nurse Practitioner at Solution-s, has been working directly with Family Physicians who have patients with DD and challenging behavior to help them implement and carry out the recommendations of the Primary Care Guidelines for these patients.
- Francophone Health Care Facilitators have also been establishing contacts with physicians and other health care professionals who are willing to expand their clinical practices to include more people with developmental disabilities.



GROWING RATE OF PARTICIPATION IN VIDEOCONFERENCE TRAINING

UPCOMING PROJECTS

ENHANCING ACCESSIBILITY AND TOOLS FOR THE COMMUNITY

2013-2014 will give a new impetus to the various the Resource strategic framework functions by reflecting on the implementation of communication tools making it easier to reach out to the community and Francophone professionals in the sector.

WEBSITE

A new, more dynamic and user-friendly Internet site will be made available by the end of 2014. Through this site, we hope to better support professionals and specialized services organizations by making the Francophone resources they need readily available and giving them better access to information on the provincial project that can facilitate their respective activities in their regions. Finally, keep a close eye on our upcoming bulletins for the launch of our Internet site **laressource.ca**.

SEARCH ENGINE FOR A PROVINCIAL FRANCOPHONE RESOURCES DIRECTORY

Consequently, the website will allow us to optimize the use of the provincial Francophone directory search engine for specialized services professionals (e.g. a provincial list of resources and tools, a database of publications in French and French-language training opportunities). This tool will be made public before the end of 2014.



A NEW, MORE DYNAMIC AND USER-FRIENDLY WEBSITE AVAILABLE BY THE END OF 2014

LaRessource.ca 

An initiative of:



COMMUNITY NETWORKS
OF SPECIALIZED CARE
RESEAUX COMMUNAUTAIRES
DE SOINS SPECIALISES



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