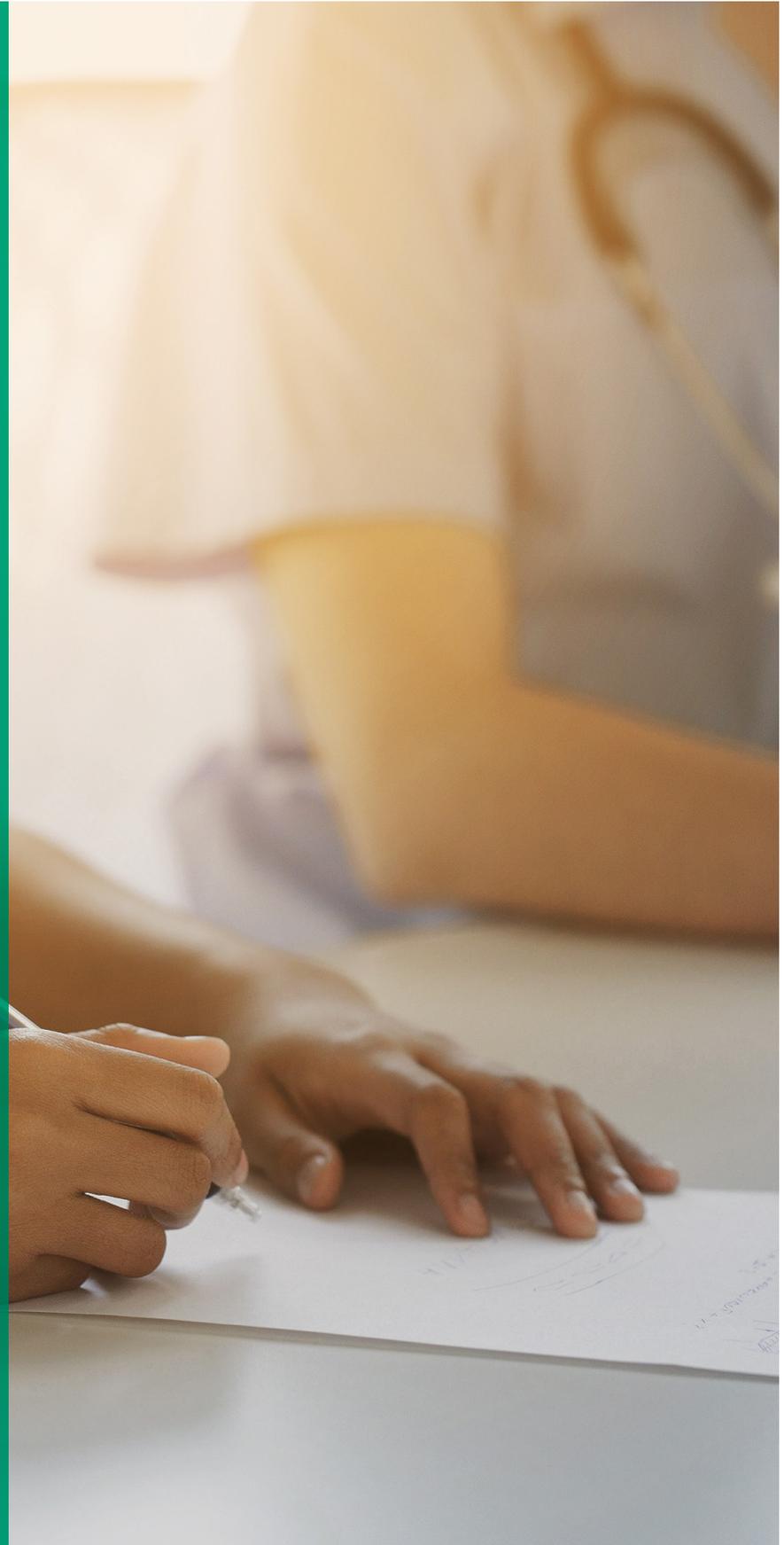


Leadership Training in Active Offer



PARTNERS



Gain a greater understanding of the importance of Active Offer to the Francophone community and its relevance in supporting the delivery of culturally competent care.

Active Offer is a critical component to French Language Services within patient-centered health care. It is the "...regular and permanent offer of services to the Francophone population" (French Language Health Planning Entities and French Language Health Networks of Ontario, "Joint Position Statement on the Active Offer of French Language Health Services in Ontario," March 2015). Active Offer contributes to high-quality, patient-centered care.

To strengthen and build organizational capacity to address the health care needs of the Francophone population, Reflet Salvé, in partnership with Health Nexus, and Rifssso, developed a three-day workshop. The tools and strategies provided offer Health Service Providers (HSPs) a roadmap to the implementation of a systemic approach to the Active Offer of French Language Services.

Objectives

- Obtain insights into Toronto's diverse Francophone population and the principles of Active Offer.
- Assess organizational capacity to implement Active Offer.
- Develop practical tools and strategies which can be employed in the adoption of a systemic approach to the Active Offer of French Language Services and provision of culturally competent care.

Features

Features of the training include:

- Explore practical tools and best practices to assess and build organizational capacity for servicing Francophone patients.
- Interactive case studies on the application of the Active Offer concept and effective engagement of Francophone populations.
- Development of a strategic plan and approaches for meaningful engagement of the Francophone community in accessing health services.

Program Content

The program consists of the following topics:

- Overview of the Francophone population within a minority context
- French Language Services Act
- What is Active Offer?
- Stakeholders and roles of the LHINs and French Language Health Planning Entities (FLHPEs)
- Community consultation/engagement techniques and tools
- Collaboration strategies for health service providers, LHINs and FLHPEs
- Cultural Competency
- Language skills and services
- French language policy development and communications planning
- Human resources capacity
- Assessment tools of current capacity for servicing Francophone patients
- Strategic planning on Active Offer of French Language Services

Leadership Training in Active Offer



SESSIONS

February 23, 2017
March 2, 2017
& March 9, 2017

— OR —

February 24, 2017
March 3, 2017
& March 10, 2017



LOCATION

Collège Boréal
1 Yonge Street,
3rd Floor
Toronto, M5E 1W7

About Our Partners

Leadership Training in Active Offer is designed and coordinated by Reflet Salvéo, in partnership with Health Nexus and Rifssso.

Reflet Salvéo is a non-profit organization whose mission is to advise the Toronto Central, Central West and Mississauga Halton LHINs in order to improve health services and equity for the francophone community. Reflet Salvéo engages the Francophone community to better understand its needs and advises decision makers on the community's priorities for better health services in French. It supports the community by giving voice to its needs and helping it achieve full health and wellness.



Health Nexus is a bilingual leader in health promotion that supports individuals, organizations and communities strengthen their capacity to promote health. Their broad approach to health includes health equity, chronic disease prevention and early child development. Over the last 30 years, they have been supporting health services workers and health promotion organizations develop and implement strategies to improve the health of their communities. Their services include consultations, training events and a large collection of resources.



RIFSSSO, Le Regroupement des intervenants francophones en santé et en services sociaux de l'Ontario (Rifssso), is a not-for-profit umbrella organization of French-speaking stakeholders and professionals working in the health and social services sectors. One of the main objectives of the organization is to improve the access, quality and delivery of French-speaking services to the Francophone community in Ontario. Rifssso is widely recognized for its leadership and expertise through its research, need assessments and development of French language learning tools and resources which assist both the stakeholders and professional in their work with the community.



Centres d'Accueil Héritage (CAH) offers affordable housing and a wide array of community support services, such as personal care, case management and system navigation, adult day programs and congregate dining, to the Francophone and Francophile community of the GTA. CAH's main goal is to allow frail and vulnerable Francophone seniors to realize their ultimate wish, which is to remain living independently in their own homes for as long as possible. CAH is responsible for the project governance and financial administration of the Leadership Training in Active Offer.



Collège Boréal is a French language post-secondary training and learning institution dedicated to the development and growth of French communities throughout the province. Since 1995, over 116,000 clients across Ontario have benefited from Collège Boréal's expertise relating to post-secondary education, training programs, services for immigrants, and services pertaining to employability. Collège Boréal offers a wide variety of services in 35 access centres in 25 communities across the province. Furthermore, Collège Boréal has developed and implemented over 60 articulation agreements with other post-secondary institutions. Collège Boréal is responsible for the training delivery and coordination of the training sessions.



Leadership Training in Active Offer is funded by the Toronto Central LHIN.

Toronto Central LHIN was designated by the Ministry of Health and Long-Term Care to plan, integrate and fund local health services. We fund over 170 health service providers, including a Community Care Access Centre, community health centres, community support services, hospitals, long-term care homes and mental health and addiction services that deliver a variety of services. We work with residents and health service providers to ensure that our health care plans make the best use of resources and meet the needs of the community.



Training Dates & Registration

Register by February 21st. Sessions are available on either Thursdays or Fridays and are delivered over three consecutive weeks.

SESSION 01

Thursdays
(9am – 5pm):

February 23, 2017
March 2, 2017
& March 9, 2017

To register go to:

<https://leadership-training-active-offer-thursday-sessions.eventbrite.ca>

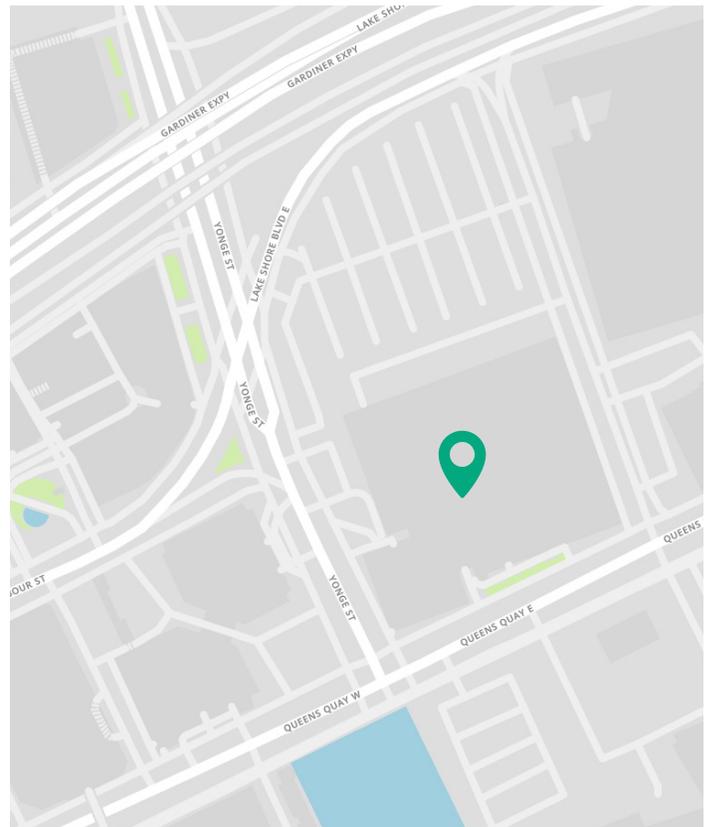
SESSION 02

Fridays
(9am – 5pm):

February 24, 2017
March 3, 2017
& March 10, 2017

To register go to:

<https://leadership-training-active-offer-friday-sessions.eventbrite.ca>



Cost

In order to support HSPs in achieving their French Language Services requirements, training is provided free of charge by the Toronto Central LHIN.

Location

Collège Boréal
1 Yonge Street, 3rd Floor
Toronto, ON, M5E 1W7

Certification

Participants will receive a certificate upon completion of this three-day workshop.

Contact Information

For more information, please contact:

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> marysefrancella@gmail.com