



Société **Santé**  
en français

## DESTINATION HEALTH **2018:**

Quality, Safety and  
Wellness in French

[santefrancais.ca](http://santefrancais.ca)

# SOCIÉTÉ SANTÉ EN FRANÇAIS

Founded in 2002 and headquartered in Ottawa, the Société Santé en français is a pan-Canadian umbrella organization that supports the work of **17 provincial, territorial and regional networks** which work with partners in their areas to coordinate the planning and organization of French-language health services for Canada's Francophone minority communities.

## DESTINATION HEALTH 2018 AIMS TO ACHIEVE:

**more** equitable and efficient access;

**more** services for Francophones in their own language;

**more** partnerships;

**more** initiatives and programs integrated into the system;

**more** communities affected by initiatives of the Société and its member networks, so that Francophone health improves throughout the country.

“I believe there have been successes with the Roadmap. The biggest success, in my opinion, was the expansion of the French health care networks. Some very significant advances were made.”

- Graham Fraser, Commissioner of Official Languages,  
Proceedings of the Standing Senate Committee  
on Official Languages, October 29, 2012

# INTRODUCTION AND BACKGROUND

The *Roadmap for Canada's Linguistic Duality 2008-2013* has proven to be a powerful tool for the Société Santé en français and its member networks in their mission to improve access to quality health services in their own language for Francophone minority communities across Canada.

The Société Santé en français, thanks to the \$37.5 million of federal funding granted under the Roadmap, coordinates and financially supports seventeen (17) provincial, territorial and regional healthcare networks that are right in the middle of the action, close to the communities and able to work in the field and cooperate with local agencies.

The partners who work with our networks and the Société – policy makers, health-care administrators, professionals, community members or representatives from educational institutions – become, in their respective environments, catalysing agents who create new networks. Their influence contributes to the leveraging effects produced by the efforts of the Santé en français networks.

In the last five years alone, the Société has funded more than a hundred new initiatives to promote access to French-language service in primary, general and specialized health-care, in health promotion and disease prevention, and in human resources.

Significant advances have been made throughout the country – notable progress that directly affects growing numbers of people and areas.

**The proof is clear!** We have established solid foundations upon which the Société and our member networks can continue to build to ensure that all Francophones have access to quality health-care services in their own language.

Encouraged by the progress made, the collaborations established and the achievements that have marked our path, the Société and our member networks are ready to tackle the next five years with confidence and enthusiasm. The proof is clear! We have established solid foundations upon which the Société and our member networks can continue to build to ensure that all Francophones have access to quality health-care services

in their own language. The results achieved to date are all measures of success.

## Some encouraging progress:

- Francophones in northern New Brunswick have better access to cancer treatment thanks to the teleoncology program;
- Almost 20,000 Francophones in the Mountain Region in Manitoba, Edmonton in Alberta, and Fredericton and Saint John in New Brunswick have access to a range of health-care services thanks to their new community health centres.

# 1 HEALTH:

## A RESOURCE FOR PEOPLE, A DEVELOPMENT VECTOR FOR COMMUNITIES

If we are providing services in people's first languages, they get better health advice, they make better informed decisions about their health (...) Therefore, any success where we are able to communicate to citizens in their first language is a positive measure.

Leona Aglukkaq – Proceedings of the Standing Senate Committee on Official Languages, October 5, 2009

Canada's Francophone minority communities have made the importance of health-care services in their own language very clear. Furthermore, a number of studies have indicated that the language of communication between a professional providing a health-care service and the person receiving the service is **a significant factor in the quality, efficiency and safety of the service.**

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Linguistic and cultural barriers make access to health-care services more difficult, increase the chances of inaccurate diagnoses and compromise patients' compliance with their treatment plans. This can have consequences for the health-care system and the patients: inappropriate treatment, worsened health, more required care, more time in hospital, and higher treatment costs. *Linguistic barriers lead to health-care system inefficiency and compromise accountability.*

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Patient empowerment in Francophone communities and access to health services are major **community vitality** indicators. Thus, many communities have mobilized to ensure that their members can live in a healthy environment and enjoy adequate health services.

The *Roadmap for Canada's Linguistic Duality 2008-2013* addressed these aspirations by targeting health as a priority sector. The midterm report, *Acting for the Future*, confirmed that the last few years have seen constant improvements in health and health services. The Société and the Santé en français networks are proud of their contribution to these successes. They have diligently and skilfully fulfilled the mandates granted them in the areas of **community networks, health-care projects and human resources.**

Huge strides have already been made. Now we must maintain and solidify our achievements, particularly in a context of health-care system transformation that could inadvertently reverse the progress made — **progress that benefits not only the Francophone population, but the entire Canadian population.** In a number of cases, our achievements have become models for health-care systems required to serve increasingly diverse clientele.

Sarah Bowen, Winnipeg  
Regional Health Authority,  
2001

Many countries are increasingly aware of the importance of communication in the area of health care access and quality of care, and interest in promoting research on the effects of language barriers.

## 2 EVOLVING EXPERTISE

### THE PROOF IS CLEAR!

According to the population survey conducted in 2011 by the Société Santé en français, 41% of the 6500 respondents said that access to French-language health services in their areas had improved over the past five years

The Société and the Santé en français networks are proud of the results achieved in only ten years. Our founding mandate was extremely ambitious: **to improve the accessibility of French-language health services in minority communities across the entire country.**

The situation has definitely improved! Over the past five years, our member networks' efforts have reduced the language barriers that hinder access to health services for Francophone minority populations.

In 2003, the Francophone community in Fredericton, wanting to improve their access to French-language health services, brought together a number of partners including the Société Santé et Mieux-être en français du Nouveau-Brunswick, and volunteers, including Acadian nurse and nursing care manager Noreen Richard.

Their work, with the support of the regional health authority, led to the creation of a Francophone health-care centre. The Centre opened its doors in 2009, but Noreen Richard, who passed away in 2006, never got to see her dream realized. To honour her, the Francophone community in Fredericton named the new facility the Centre de santé Noreen-Richard.

### THE STRENGTH OF A UNIFYING NATIONAL MOVEMENT IN THE PROVINCES AND TERRITORIES

- Between 2008 and 2013, the networks branched out to form numerous formal alliances within and among the various spheres: community, institutional, governmental, professional and educational. During the 2011-2012 period alone, **678 collaborations** were implemented or renewed by the Société and our 17 member networks;
- The networking effect: small, flexible, efficient organizations... producing a significant and noticeable impact. Networks are an effective way to mobilize all resources!
- A networking model inspired by the World Health Organization, used more and more frequently as a reference by the agencies of the provincial and territorial health-care systems;
- Networks provide links between areas of federal jurisdiction (official languages) and provincial/territorial jurisdiction (health care, official languages);
- Partnerships and alliances with key stakeholders in the health-care system, in mental health, health promotion and disease prevention, and seniors care, with health-care organizations, universities, professionals, policy-makers and Francophone communities across the country.

## LEADERSHIP THAT IS INCREASINGLY RECOGNIZED AND THAT GETS RESULTS!

- The networks, a key role and increased recognition in the provinces and territories: planning entities in Ontario, official community representative in health and social services in Manitoba, official partner in New Brunswick, collaborator in Nova Scotia, in Nunavut;
- More applications for designation in Ontario as the number of health-care facilities able to offer services in French and take into consideration Francophone needs increases;
- The number of formal invitations to provide counsel, sit on committees, and participate or moderate consultations increased from 92 invitations in 2009 to 171 invitations in 2012!

## BETTER FRENCH-LANGUAGE HEALTH SERVICES THROUGHOUT THE COUNTRY

- Support for the implementation of more than 100 initiatives produced in partnership with government and community agencies, health-care facilities, and health-care professional associations between 2008 and 2013;
- Where active offer is used, the demand for and use of services has increased;
- Emergence of community health centres as sources of tailored services (Fredericton and Saint-Isidore in New Brunswick, community health project in progress in Newfoundland and Labrador, and St. Claude in Manitoba, among others);
- Local health initiatives expanding beyond provincial and territorial borders, such as Healthy Schools, Grandir-CB (a French adaptation of the Leap BC program), In Motion Saskatchewan, Acquisition of Healthy Habits.

### 115

In 2012, 115 network members sit on almost a hundred health committees across the country, in 2012;

### 360

The 2010 Rendez-vous Santé en français in Charlottetown was host to 360 participants;

### + 115

*Rendez-vous 2012* received more than 115 responses to its call for presentations and had 400 registrants one month before the event.

Innovative initiatives like the Centre Royal-Comtois Center's Personal Health Record program.

This program, supported by the Réseau des services de santé en français de l'Est de l'Ontario, offers integrated health services for people with diabetes and mental health disorders.

## ENGAGED AND MOBILIZED COMMUNITY STAKEHOLDERS

- Remarkable community health mobilization in all provinces and territories;
- Contributions to healthy and safe communities (e.g. Nunavut's suicide prevention strategy);
- Building capacity for community empowerment;
- Emerging innovations are transferable to other communities and areas of development.

## KNOWLEDGE TRANSFER AND RESEARCH DEVELOPMENT BASED IN THE FIELD

- Better understanding of health-care issues and needs assessment despite incomplete data on Francophone population;
- Strategic policies and decisions based on research, studies, and alliances between researchers and communities;
- Performance-measuring tools are used systematically by the networks to provide quantifiable data on the effectiveness of initiatives;
- The Société and our member networks have expertise to offer in linguistically-adapted health services, which they will be called upon to share more and more frequently in the years to come.

Our member networks have gained maturity and experience, and are now in a position to engage in more systemic approaches. Today, networking represents a powerful springboard for the French health movement.

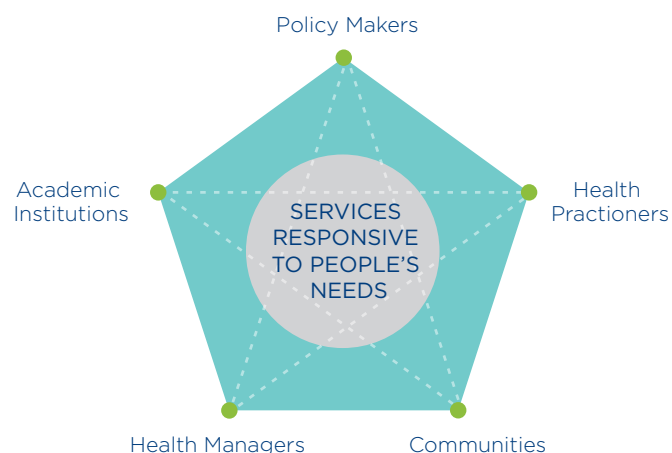
In Nova Scotia, medical students from rural areas rarely return to settle in their home communities.

The municipality of Argyle decided to form a standing committee mandated with recruiting physicians and raising awareness among students. The committee's sole objective is to pull together the resources necessary to convince physicians to settle in the area.

## The network of expertise

- knowledge transfer projects,
- information monitoring shared throughout the country,
- virtual conferences on topics of interest
- governance training
- Between 1000 and 1500 monthly visits to the Société's website

## THE SPECIFIC APPROACH OF THE SOCIÉTÉ SANTÉ EN FRANÇAIS AND ITS MEMBER NETWORKS





# 3 CURRENT ISSUES

## AND NEW CHALLENGES FOR 2013-2018

The global economic situation is a concern, as are the economic and fiscal situations of Canada's provinces, territories and federal government. Issues like public debt reduction, budgetary restraint and resource optimization affect all Canadians. These constraints have led governments to prioritize services for citizens, and a culture based on results and risk management.

The health-care system is the largest government expense. Health-care costs are increasing more rapidly than all other sectors combined (education, social services) and they have a direct effect on the amount of money available for other government programs. Health-care systems are continually being updated and transformed: client-centred services, integrated service continuums, inter-disciplinary health teams, health-care system specialization, etc.

These changes present significant challenges, but they also provide a unique opportunity to develop innovative solutions with input from Francophone minority communities.

Given the current situation, the role of the Société and the Santé en français networks is vital and must be maintained. Our actions emphasize citizen and community engagement and support health empowerment for individuals and communities. Networks do the kind of work that governments must support in order to steer the country's health-care system down the recommended path toward prevention, promotion, home care and reducing dependence on more expensive care like hospitalizations and specialized care.

### HEALTH IN 2018

The accessibility of French-language health services has improved as a result of our actions to date, but it is still limited. The ultimate goal of a health-care system is better health and productive lives for everyone. In 2012, health-care systems are focused on implementing integrated care and service continuums to better serve patients/clients, and to improve economies of scale and reduce costs.

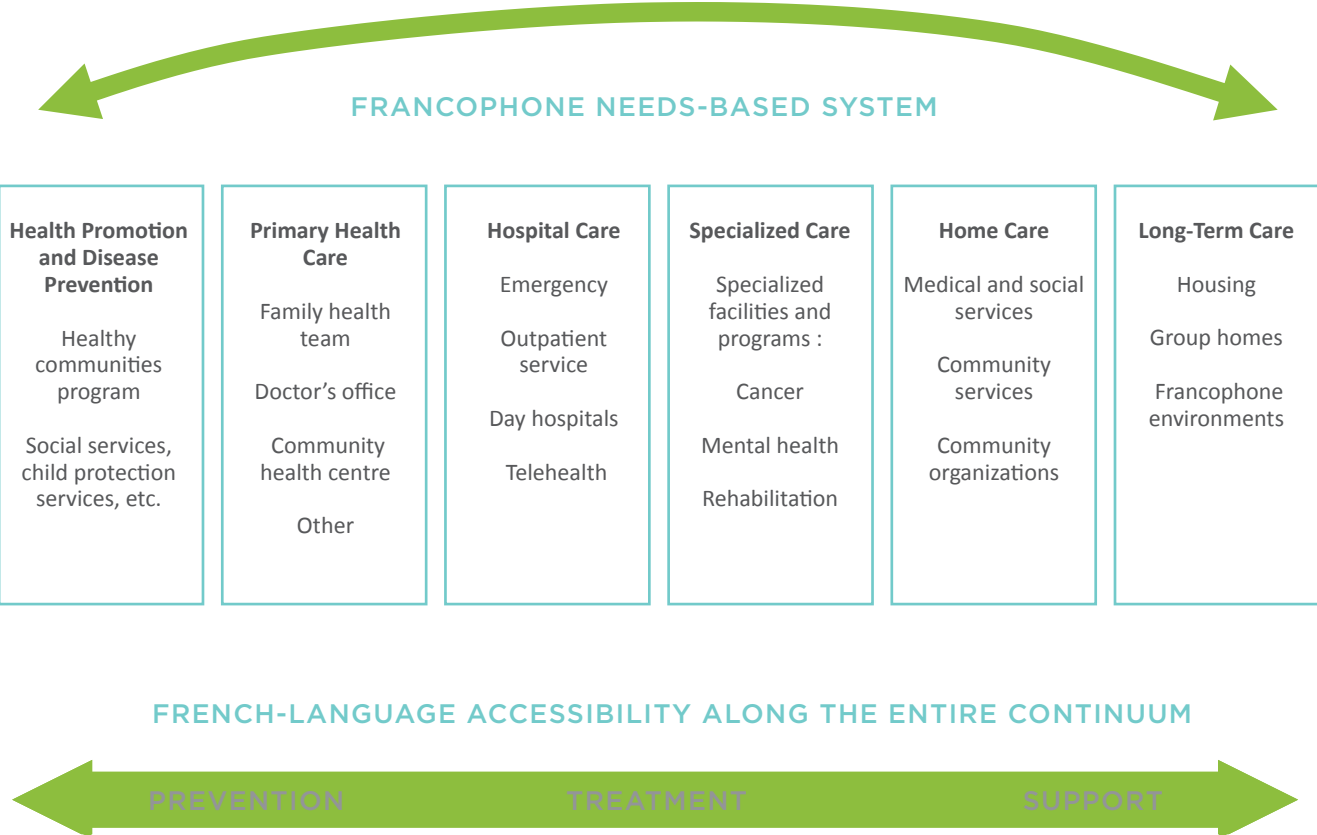
The following conceptual framework, adapted from a study by the *Réseau de services de santé de l'Est de l'Ontario* on integrated health services for Francophone communities, illustrates the integrated service continuum and identifies the various components of the health-care system that must be acted upon to improve access to French-language health services.

### Some challenges

- The offer of French-language services is in danger of decreasing due to an anticipated shortage of health human resources and potential program cuts;
- The demand for French-language services is likely to increase due to aging Francophone communities;
- The health-care system's ability to identify French-speaking staff and pair them with Francophone clients is limited.



# CONCEPTUAL FRAMEWORK FOR SERVICE INTEGRATION



The efforts of the Société and the Santé en français networks have so far been focused mainly on primary health care and promotion/prevention, with a few initiatives in mental health, in long-term care and for family caregivers. Solutions must be developed to guarantee French-language accessibility along the entire continuum as well as efficient service coordination.

The strength of partnerships and achievements throughout the past decade reflect the capacity of the Société Santé en français and its Member Networks to further improve the conditions for the health of Francophones minority communities in Canada over the next five years!

# 4 MAJOR PRIORITIES 2013-2018

## GO EVEN FURTHER!

Our major priorities for 2013-2018 are based on an understanding of the global situation, the issues and challenges faced by the health-care industry, and the experience that the *Société* and the *Santé en français* networks have gained over the past ten years. National strategic planning has also helped identify our priority areas, which reflect the concerns brought up during community and partner consultations conducted by the *Santé en français* networks.

### NETWORKING, OUR FOUNDATION

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The *Société* and the *Santé en français* networks have become catalysts for collaboration, influence and action, and their efforts complement those of government to implement French-language health services. The networks also strive to ensure that these services are offered in an effective, efficient and sustainable way. At a time when pressure on health-care systems is high, the French health movement adds considerable and undeniable value.

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The networks are well placed to take regional differences into account, which enables them not only to focus on solutions tailored to the true needs of their communities, but also to coordinate with their governments' priorities. As well, their ability to form collaborative relationships increases the potential for synergy between regions and on a national level. They will be the anchors around which our four priority areas for 2013–2018 will rally:

- I. SERVICE ORGANIZATION AND ADAPTATION FOR BETTER ACCESSIBILITY;

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- II. HUMAN RESOURCES THAT ARE PROPERLY COORDINATED, EDUCATED AND EQUIPPED TO ENSURE THE QUALITY AND SAFETY OF FRENCH-LANGUAGE SERVICES;

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- III. ACTION ON HEALTH DETERMINANTS TO IMPROVE FRANCOPHONE WELLNESS;

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- IV. RESEARCH AND EVALUATION-BASED KNOWLEDGE EXCHANGE TO ACHIEVE THE HIGHEST SERVICE QUALITY.

## I SERVICE ORGANIZATION AND ADAPTATION FOR BETTER ACCESSIBILITY

The Société and the Santé en français networks act as a liaison between the needs of communities and the services offered by the health-care industry. This unique status enables them to act simultaneously on the offer of services and on the demand so that the Francophone population can receive its services in French and maintain good health. Support measures for service organization promote the development of ties with ministerial and regional agencies that grow stronger each year.

The **concept of active offer** means that services in French must be visible, available and easily accessible. Active offer is meant to create a climate in which people feel comfortable using the official language of their choice.

In Manitoba, active offer involves four main components:

- Bilingual intake and service in the official language chosen by the user;
- Bilingual signage (including badges or buttons for bilingual staff);
- Bilingual documentation (including websites);
- Services of comparable quality to those offered in English.

A number of the Santé en français networks are currently active participants in the planning processes of their provinces/territories and in the implementation of the resulting action plans. This is the case in Prince Edward Island, New Brunswick, Nova Scotia, Ontario, Manitoba, Alberta, British Columbia, the Yukon and Nunavut.

Throughout the country, the initiatives and projects promoted by the Santé en français networks serve as solid foundations on which future improvements may be built. However, results are difficult to quantify in the absence of specific data on linguistic accessibility, which is still not always recorded in information systems.

In 2018, the offer of French-language health services will be significantly improved thanks to the integration of Francophone needs into the development of high-quality French-language health services along the entire health service continuum.

### Significant achievements

- 18 health service integration projects and 68 health initiatives in all provinces and territories: mental health, early childhood, children and youth, seniors, universal access, and health promotion;
- Almost 350 information tools and processes developed by the networks and the Société during 2011/2012;
- Influence of our national French health promotion strategy;
- Collaboration with the Mental Health Commission of Canada to include Francophone needs in mental health strategies.

Provincial and territorial authorities are coming more and more to recognize and appreciate the contributions of the Santé en français networks. Government priorities may shift rapidly and community needs evolve with demographic and social changes, which affect both urban and rural areas, so the networks serve as a consistent and precious link between governments and communities.

To guarantee that health services for Francophones are well developed, planned and optimized in every region in the country, we must:

- Strengthen collaborations and communications between communities, health authorities and service providers to increase the active offer of French-language health services along the entire health service continuum;
- Continue to work to develop, adapt and implement sustainable and integrated French-language health service organization models tailored to the specific needs of Francophones in each region, province and territory;
- Update knowledge of communities' priority health needs and identify the challenges and conditions for an offer of service tailored to the needs of Francophone communities;
- Promote the offer of and the demand for French-language health services, develop and update tools to inform communities about available health services, how to access them and the importance of requesting them;
- Improve promotion and procedures for service coordination and health-care system navigation (navigator positions, guides, one-stop shops, etc.) and incorporate new technologies to increase the offer and the demand.

## II HUMAN RESOURCES THAT ARE PROPERLY COORDINATED, EDUCATED AND EQUIPPED TO ENSURE THE QUALITY AND SAFETY OF FRENCH-LANGUAGE SERVICES

Human resources are a key factor in access to quality French-language health care and services, and securing enough of them to meet the needs of the health-care system is a major challenge for all health-care systems. The work of the Consortium national de formation en santé contributes significantly in this area; however, the Société Santé en français believes that we must also address existing workers. Guaranteeing an adequate offer of French-language services requires significant efforts that go beyond those normally undertaken by health authorities and health facility directors. Some networks, supported by their province or territory or by regional authorities, are already playing an important role in this matter.

Over the past four years, the Société's human resources project, *Projet RH+*, has enabled us to launch an awareness campaign for professional associations and to organize the last two *Rendez-vous Santé en français* (2010 and 2012) around themes meant to connect with and support health human resources. At the same time, our member networks participated in implementing a series of provincial and regional initiatives that are already getting results.

### Significant achievements

- Workshops: *Coup de cœur sur l'Acadie and Coup d'œil sur la santé en français* in Nova Scotia;
- Active offer awareness workshops in Manitoba;
- Discussion panel on human resources in central south-western Ontario;
- Arctic welcome and integration centre in Nunavut;
- *Les normes de compétences culturelles et linguistiques en santé*: an exploratory study on American cultural and linguistic competency standards, conducted in New Brunswick.

In 2018, more health-care professionals, workers and managers will be coordinated, educated and equipped to promote the offer of French-language health services.

Studies and research projects have been conducted to ensure that future policies and strategies are built on solid foundations. These projects will help, in the years to come, to produce significant systemic impacts on the quality and accessibility of French-language health services, especially in the areas of linguistic and cultural competency standards in health care and the offer of French-language health services to specific client groups, such as seniors from different regions.

Our partners in the provincial and territorial governments, regulatory bodies, and health-care professional associations are willing to work with the networks and the Société to continue to build on our achievements in human resources for French health.

### To accomplish this, we must:

- Equip, support and educate health-care professionals and workers in order to promote the active offer of French-language health services along the entire continuum and to reduce linguistic and cultural barriers to access (directories, translation and interpretation programs, glossaries, grants, etc.);
- Encourage government agencies, health-care systems and facility directors to coordinate with communities to develop effective processes for recruiting, retaining, deploying and training human resources in French, and support them in their efforts to do so. Facilitate regional, provincial and territorial networking to share and promote best practices;
- Promote the development and implementation of linguistic and cultural competency standards in Canadian health care to make linguistic accessibility an element of health-care quality, safety and efficiency;

- Emphasize a community's role in welcoming and supporting health-care professionals to enhance their professional, personal and family lives and promote retention of health-care professionals in the community. Create networking tools and activities for health-care professionals;
- Facilitate partnerships and generate synergy between training programs, researchers and health service providers, and ensure ongoing communication with professional associations and regulatory bodies.

The recommended actions must respect specific provincial, territorial, regional and local requirements. Basing these initiatives on evidence-based data and the needs of local populations will make them more effective and relevant.

### III ACTION ON HEALTH DETERMINANTS TO IMPROVE FRANCOPHONE WELLNESS

One major challenge that Canada's health-care system faces to ensure its sustainability is to evolve toward innovative models for chronic disease management, and models that strengthen feelings of self-determination and the power for communities to act, particularly in matters of their citizens' healthy lifestyles, social conditions and well-being.

Over the last five years, a number of the initiatives implemented by the Santé en français networks and Francophone and Acadian communities to improve accessibility have focused on citizen and community health empowerment. As well, by developing the National Strategy for French-language Health Promotion, the networks gave themselves an approach that gives a national cohesion to their initiatives that extend into all regions.

The networks and their partners have translated and adapted a number of English-language provincial programs for use in Francophone communities, frequently beyond their own borders: *In Motion [En mouvement]* and *Live Well [Mieux vivre avec une maladie chronique]* in Saskatchewan, Leap BC [Grandir en santé] in British Columbia. Québec programs have been applied in Alberta, and a model for healthy communities and schools [modèle de Communauté-Écoles en santé], promoted in New Brunswick and Québec are being used in other provinces. The North-West Territories have focused on preventing emergency situations by training all Francophone students and teachers from kindergarten to Grade 12.

Due to the trend toward prevention, promotion and wellness occurring both in the evolution of the health-care system and in Francophone and Acadian communities, the Société and the Santé en français networks will continue to encourage and mobilize our partners in all sectors toward action on health determinants.

In 2018, an increasing number of Francophones and communities will be engaged and supported as they take charge of their own health and wellness around their health determinants.

#### To accomplish this, we must:

- Recognize the effects of health determinants on health inequities, promote wellness and the major health determinants, and work to influence public policy in this area;
- Identify and promote innovative models for relationships between the system and communities, and build sustainable partnerships to encourage the deployment of the national French health promotion strategy;
- Improve the accessibility of disease prevention and health & wellness promotion programs, and strengthen community and individual health and wellness empowerment for Francophones;
- Improve information transfer and community and citizen participation processes to facilitate informed decision-making in matters of French-language health care.



#### IV RESEARCH AND EVALUATION-BASED KNOWLEDGE EXCHANGE TO ACHIEVE THE HIGHEST SERVICE QUALITY

The French health movement is always learning through the Rendez-vous Santé en français, the networks' executive directors' national conferences, virtual conferences, mobilization of partners, etc.

Over the past 10 years, the Société and the Santé en français networks have built up considerable project management expertise: tendering processes, project analysis and selection by expert committees, financial management, monitoring, assessment, etc. This has resulted in more than 250 projects completed in various health-care fields.

The Société Santé en français created a network of expertise, which, despite its modest beginnings, has become an indispensable tool for pooling the knowledge and experience of the networks and our partners, and making them available to the entire French health movement. This network has facilitated the sharing of best practices so that everyone can benefit from the lessons others have learned and avoid redundant efforts. It provides the Santé en français networks and our partners with personalized support in areas like mental health, health promotion, census data, etc.

*“The network of expertise is an intermediary that acts as a knowledge broker. Its job is to find information sources based on the stated needs of the situation, and to share this information with all partners.”*

The network of expertise established ties with expertise and knowledge providers from across the country and helped to develop Health Canada's performance measurement tool, as well as to collect, analyze and synthesize data.

With funding from Health Canada and Canadian Heritage, the Société and some of our member networks undertook a wide-reaching survey project designed to find out about Francophone and Acadian minority communities' perceptions regarding health services. The results from this initial population survey, which involved more than 6500 respondents, will serve as a baseline for comparison for future surveys.

In 2018, the skills of the Société, the networks and our partners will be optimized by a national network of expertise that integrates research, assessment and knowledge transfer skills, and that promotes the development of future practices in French-language health services in minority communities.

The next step is to strengthen the foundation of the network of expertise through the following actions:

- Continue to find new information sources, pool acquired knowledge and disseminate relevant data and best practices by strengthening the national network of expertise on French health in minority communities through links between researchers, communities and the health-care system;
- Demonstrate the impacts (on effectiveness, efficiency, safety and quality) of health care and services that are linguistically and culturally appropriate through systematic reviews of field research and other literature reviews that enrich knowledge and inform practices;
- Work to implement rigorous processes for testing, evaluation of achieved progress and dissemination of the most effective models for assessing the impact of the Société and networks' actions on the accessibility of French-language health services;
- Promote the inclusion and collection of linguistic variables on clients and professionals in national, provincial and local databases so that the systems can measure, account for and respond to the needs of Francophones;
- Strengthen key alliances and partnerships with national health associations, regulatory bodies and universities to ensure that language is recognized as a health determinant.

# DESTINATION 2018

We thank the Canadian government and Health Canada for the *Roadmap for Canada's Linguistic Duality 2008-2013*, which enabled the Société and our 17 Santé en français networks to make significant contributions toward improving the health and health-care services of Francophones in all areas of the country. We have made remarkable progress that has made a tangible difference to an ever-growing number of people and communities.

The Santé en français networks has become, in 2012, a model of collaboration and an effective base of action whose work complements that of the provincial, territorial and regional health authorities to make health services more and more accessible and to respond more concretely to Francophone needs.

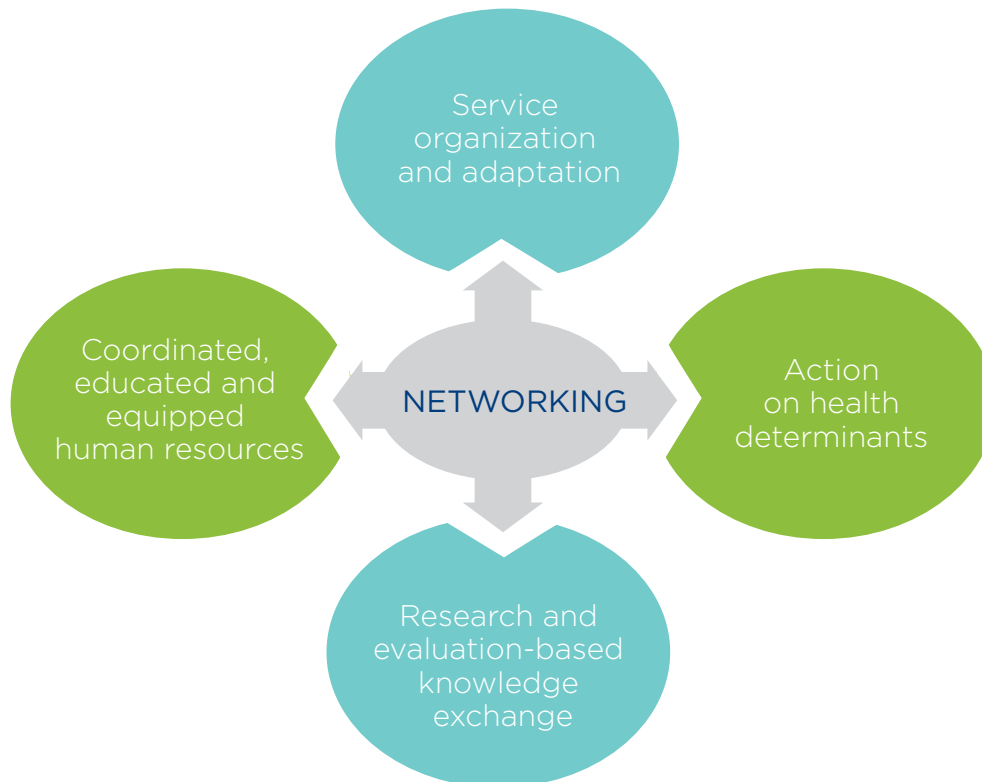
The Société, the networks and our partners throughout the country are ready, and we have already established the conditions for success that will help us go even further. Below is the compass that will enable us to achieve even more tangible results that will make a difference in the lives of Francophones.

The French health movement holds great ambitions grounded in a firm commitment to continue to improve access to quality French-language health services for Francophone and Acadian communities.

## DESTINATION HEALTH 2018

### AIMS TO ACHIEVE:

- more** equitable and efficient access;
- more** services for Francophones in their own language;
- more** partnerships;
- more** initiatives and programs integrated into the system;
- more** communities affected by initiatives of the Société and its member networks, so that Francophone health improves throughout the country



“The vitality of official language minority communities, and of Canadian society as a whole, is strongly influenced by the health of their members. As our aging population continues to seek health services in the official language of their choice, the need in this area will only grow. The successes of networking and partnership organizations such as Société Santé en français are examples to be followed.”

Honourable Bernard Lord, Report on Government of Canada  
Consultations on Linguistic Duality and Official  
Languages, 2008, p. 21