



Kids Come First Health Team Annual Meeting

June 19, 2023

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Welcome to the Kids Come First Health Team Annual Meeting

The Kids Come First Health Team is a provincial leader in mobilizing partners to develop and implement innovative services and programs to meet the needs of children and youth in Eastern Ontario.

Kids Come First includes over 60 organizations; youth and family partners; nearly 1,100 physicians; and many other individuals including children, youth, and families.



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Hi there, my name is Claire Dawe-McCord and I am a youth partner and the co-chair of the Kids Come First Steering Committee, which I guess means that I wear *multiple* hats in this organization. Dad jokes aside, I started with KCF when I was 18 in 2019. And ever since then, I have watched the organization grow. At first, coming into the room of professionals at 18 years old was a little bit intimidating, to say the least. But I knew that it was something that was important to me, and I wanted to be able to make a difference and use my own lived experiences as a complex care patient to be able to help others, and to be able to grow a community of practitioners and providers and patients and families that hopefully could one day can all work together. And I think that's exactly what we're hoping to do with Kids Come First and that's exactly what I've seen over the past few years. I am very excited that you guys are all meeting in person today unfortunately I can't be there because I am at school right now. I am hoping you have a wonderful meeting and wishing you all the best.





Land Acknowledgment
Atlas Ruth,
Kids Come First Youth Partner

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	Time	Agenda Item	Spokesperson(s)
1.	3:00 – 3:10 pm	Welcome from the Co-Chairs of the Kids Come First Health Team Steering Committee	Alex Munter, CHEO President & CEO, Co-Chair of Kids Come First Steering Committee Claire Dawe-McCord, Youth Partner & Co-Chair of Kids Come First Steering Committee
2.	3:10 – 3:20 pm	Land Acknowledgment	Atlas Ruth, Kids Come First Youth Partner
3.	3:20 – 3:30 pm	Celebrating Kids Come First achievements	Josee Blackburn, Director Kids Come First Health Team
4.	3:30 – 3:35 pm	Financial Matters	Josee Blackburn, Director Kids Come First Health Team
5.	3:35 – 3:40 pm	Kids Come First & the OHT Path Forward	Josee Blackburn, Director Kids Come First Health Team
6.	3:40 – 4:35 pm	Our Work Together: Extraordinary Kids. Extraordinary Care.	Alex Munter, CHEO President & CEO, Co-Chair of Kids Come First Steering Committee Danielle Vernooy Project Manager Kids Come First Health Team
7.	4:35 – 4:50 pm	To Winning Strategies and Beyond! Launch of our Kids Come First Linguistic Protocol	Rachel Gouin Le Cap & Co-Chair Kids Come First Francophone Committee member Michelle Goulet Réseau des services de santé en français de l'Est de l'Ontario & Kids Come First Francophone Committee member
8.	4:50 – 5:00 pm	Closing Remarks	Alex Munter, CHEO President & CEO, Co-Chair of Kids Come First Steering Committee

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Celebrating Kids Come First Achievements

Celebrating Kids Come First Achievements

The Kids Come First Health Team continues to grow its membership with the inclusion of all Public Health Units in the Champlain Region:

- Ottawa Public Health
- Leeds Grenville & Lanark District Health
- Eastern Ontario Health Unit
- Renfrew County District Health Unit

Other new members for 2022-23 include:

- ConnectWell (formerly Lanark Renfrew Health and Community Services) joined as an Organizational partner;
- Seaway Valley Community Health Centre joined as a Collaborative partner;
- The Centre for Resilience & Social Development (CRSD) joined as a Collaborative partner for the Mental Health, Addictions, and Substance Use Health Table;
- Christie Lake Kids joined as a Collaborative partner; and
- Restore Medical Clinics joined as a new Kids Come First Health Team Organizational member.

Celebrating Kids Come First Achievements

Ongoing **Pediatric Home and Community Care** transformation including the launch of the Centre of Excellence in Pediatric Home and Community Care: [Pediatric Home and Community Care - Kids Come First](#). Since the transfer of pediatric home and community care services for children and youth in the Champlain region, families of kids with complex medical care needs have reported marked improvements in school and home care connectivity and smoother transitions from hospital to home.

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Local News

Chloe is one of about 20 in the world with her rare genetic illness. Here's how an Ottawa health team is working to improve complex home care for kids like her

Linda Tabet is willing to sacrifice her own health to make sure her daughter gets proper care. But a shortage of home-care workers with pediatric experience is making it tough.

Elizabeth Payne

Published Apr 28, 2023 • Last updated Apr 28, 2023 • 4 minute read

Join the conversation



Linda Tabet and her daughter, Chloe, enjoy smiles together. Chloe was born with a genetic illness so rare that hers is one of just about 20 cases in the world. PHOTO BY TONY CALDWELL / POSTMEDIA

Linda Tabet is willing to sacrifice her own health to make sure her daughter, Chloe, gets the care she needs. She just wishes it didn't happen so often.

Celebrating Kids Come First Achievements

"As Francophones, we tend to speak in English if we are bilingual to make things easier. If we insisted more, it could make a difference. When they see that we speak in English, they take it as an excuse to offer services in English only. We underestimate the number of people who speak French, even if they are not super comfortable. We were sent someone who speaks French at home, but she was really struggling. We insisted that she speak French to our child, even though it wasn't perfect. Sometimes we don't insist enough."

"The forms are often in English. I always have to translate for Mom who doesn't speak English."

"A simple place to start, and what we've heard from families, is that consistently making an upfront offer of French-language provision of care would go a long way. Families are often not aware that an organization has Francophone care providers," said H el ene Fournier, Executive Director at Valoris for Children and Adults of Prescott-Russell.

The launch of the **Francophone Report** [*Portrait of health service needs for francophone children and youth and their families*](#) and Interactive [Platform](#) which provides information on available services in French across the region. Led by the Francophone working group of Kids Come First, this new system capacity report is the result of public consultation and the evaluation of existing French-language health services offered by 40 local organizations highlighting 10 recommendations that formed the work plan.

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The completion of the three phases of the implementation plan of [Kids Come First](#) **1Call1Click.ca** regional coordinated access, navigation and clinical services inclusive of the integration of the Mental Health Addiction Nurses (MHAN) Program by the Mental Health, Addiction & Substance Use Health (MHASUH) Working Group. The launch of care coordination for complex needs, the MHAN program integration, and establishing and sharing our trilogy of dashboards were key activities in the last year.



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Kids Come First – Vaccinate & Up-to-Date Campaign



Is your child or youth missing routine vaccinations?

Book an appointment today!

Located at easy-to-find clinics with available appointments in the Eastern Ontario region.



To book an appointment, your child or youth:

- Lives and/or goes to daycare or school in Ontario;
- Is due for recommended vaccinations;
- Does not have a family physician or pediatrician or a Primary Health Care nurse practitioner (PHC-NP)* or cannot easily access or see their family physician, pediatrician, or PHC-NP.

* Note that an Ontario Health Insurance Plan (OHIP) card is not required to book an appointment.

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An initiative of the Kids Come First Health Team Population and Public Health Working Group.

Development of a **Routine Immunization Strategy** by the Population and Public Health Working Group. [Kids Come First Vaccinate and Up-to-Date campaign](#) launched June 5, 2023

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The Kids Come First Health Team is committed to child, youth, family and caregiver partnership in the co-design and ongoing leadership at all levels of operations within the team. The Child, Youth, Family, and Caregiver Partner Working Group of Kids Come First is a team of partners who work with members of our Kids Come First Health Team partner organizations on projects, initiatives and programs that support kids, and we can't thank this group enough!

This table consists of youth, families, and caregivers with lived experience receiving health and developmental services in the region helping us to transform care delivery systems for children and youth.



Celebrating Kids Come First Achievements

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The Kids Come First Health Team developed a communication plan for 2022-23 and launched its social media platforms to increase awareness and reach.

Connect with us



[Sign up for our emails](#)

- Twitter: [KidscomefirstHT](#) | [EnfantsAvantT](#)
- Facebook: [facebook.com/KidsComeFirstHealthTeam](#) | [facebook.com/EnfantsAvantTout.ca](#)
- Instagram: [KidsComeFirst.ca](#) | [EnfantsAvantTout.ca](#)
- LinkedIn: [linkedin.com/in/kids-come-first-enfants-avant-tout/](#)
- YouTube: <https://www.youtube.com/@kidscomefirsthealthteam>

Kids Come First Connections is a new Kids Come First Health Team communication tool informing Kids Come First Health Team members of new initiatives, sharing information among Health Team members, and promoting opportunities, events, or other important materials.



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Financial Matters

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Kids Come First & the OHT Path Forward

How Kids Come First aligns with the Ministry of Health's direction for OHTs

Proud partner of
Fier partenaire des

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- ✓ Kids Come First Collaborative Decision-Making Arrangement.
- ✓ Exceeds the minimum expectations from member involvement in OHT decision-making with its current Steering Committee membership.
- ✓ CHEO is the current "host organization" for the Kids Come First Health Team.
- ✓ Includes patient and provider benefits in all communications.
- ✓ Kids Come First is an innovative and unique Health Team and has customized its hashtags to include: [#KidsComeFirstHealthTeam](#) [#KidsComeFirst](#) [#HealthTeam](#) [#Ontario](#) [#ONTHealth](#) [#onhealth](#) [#Healthcare](#) [#ChildrensHealth](#) [#Kids](#) [#OnPoli](#) [#OttCity](#) [#Ottawa](#) [#EasternOntario](#).
- ✓ A Proud Partner graphic has been created and shared with our membership.
- ✓ Continue to link to the Ontario government websites, where possible and makes sense.
- ✓ Communications to include: "The Kids Come First Health Team is supported by funding from the Government of Ontario".
- ✓ Additionally, Kids Come First will:
 - Identify current pathways (Integrated Home and Community Care; Mental Health, Addictions, and Substance Use Health; Immunization) and associated metrics that we can champion for scaling across other parts of the province.
 - Align this work within the existing Kids Come First working groups.
 - Continue developing promising practices for working with other OHTs while advocating for priorities for children and youth.

2022-2024 Kids Come First Steering Committee

- **Alex Munter**, CHEO, Co-chair of Steering Committee
- **Claire Dawe-McCord**, Youth Partner & Co-chair of Steering Committee
- **Atlas Ruth**, Youth Partner
- **Michele Hynes**, Pinecrest-Queensway Community Health Centre, Community Health Centre sector
- **Marc Bisson**, Centre de santé communautaire de l'Estrie, Community Health Centre sector
- **Sabine Mersmann**, Pembroke Regional Hospital, Community Hospitals sector
- **Dr. Jane Liddle**, Pediatrician
- **Dr. Kelley Zwicker**, Pediatrician
- **Hilary Allen**, Family Partner
- **Angie Hamson**, Family Partner
- **Michelle Kay**, PLEO, Family Partner sector
- **Dr. Lee Donohue**, Family Physician
- **Dr. Alison Eyre**, Family Physician
- **Rachel Guoin**, Centre Le Cap, Francophone Health Services sector
- **Dr. Julie Nault**, Montfort Hospital, Francophone Health Services sector
- **Megan Wright**, Roger Neilson House, Integrated Home & Community Care sector
- **Gina St. Amour**, Ottawa Rotary Home, Integrated Home & Community Care sector
- **Mike Beauchesne**, Dave Smith Centre, Mental Health, Addictions, and Substance Use Health sector
- **Michael Hone**, Crossroads Children's Mental Health Centre, Mental Health, Addictions, and Substance Use Health sector
- **Joanne Lowe**, Youth Services Bureau, Mental Health, Addictions, and Substance Use Health sector
- **Johanne Levesque**, Rideauwood Addiction and Family Services, Ottawa Child and Youth Initiative sector
- **Kerry Kennedy**, Ottawa Public Health, Population & Public Health sector

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**Our Work Together:
Extraordinary Kids. Extraordinary Care.**

Kids Come First Priority Setting

In preparation for this meeting, Kids Come First completed a series of activities to identify emerging priorities and opportunities for 2023-2024.

Activities included an analysis of the priorities identified during the last 2021 Annual Meeting.

Feedback and new ideas were solicited from each Kids Come First Working Group during April and May 2023.

A survey was sent in May 2023 to all Kids Come First Health Team members for their feedback and input.

The results were collated and presented to the Kids Come First Steering Committee in May 2023 for input.

Vision

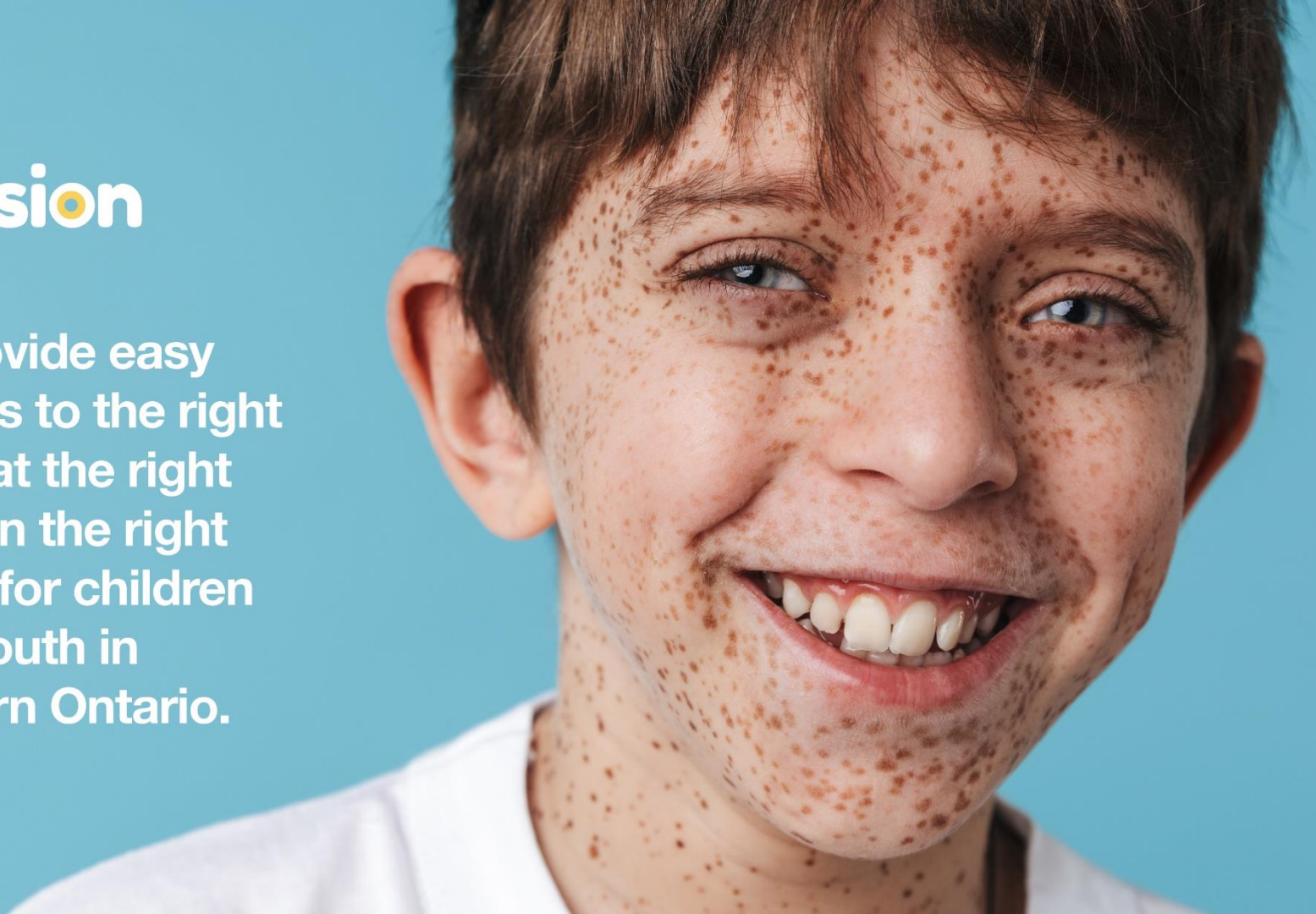
To provide high quality, connected care for children and youth and simplify their health care journey across the health and social system.

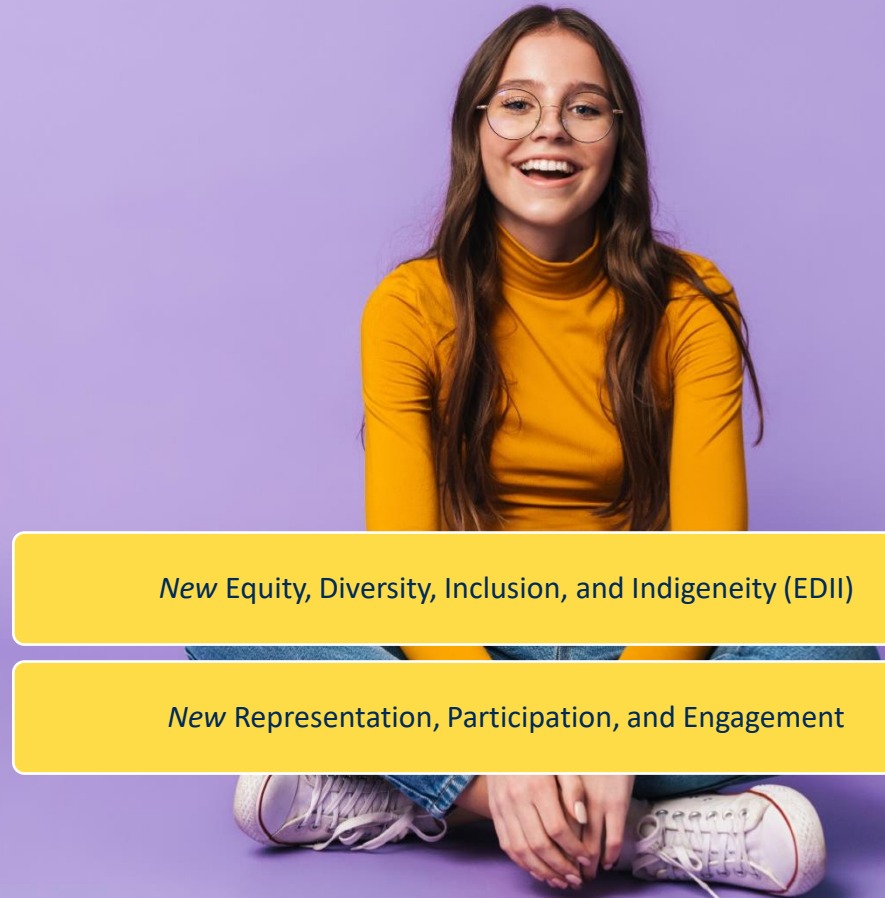


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Mission

To provide easy access to the right care, at the right time, in the right place for children and youth in Eastern Ontario.





Values

- ◉ Respect and Dignity
- ◉ Empathy and Compassion
- ◉ Accountability
- ◉ Transparency
- ◉ Equity and Engagement

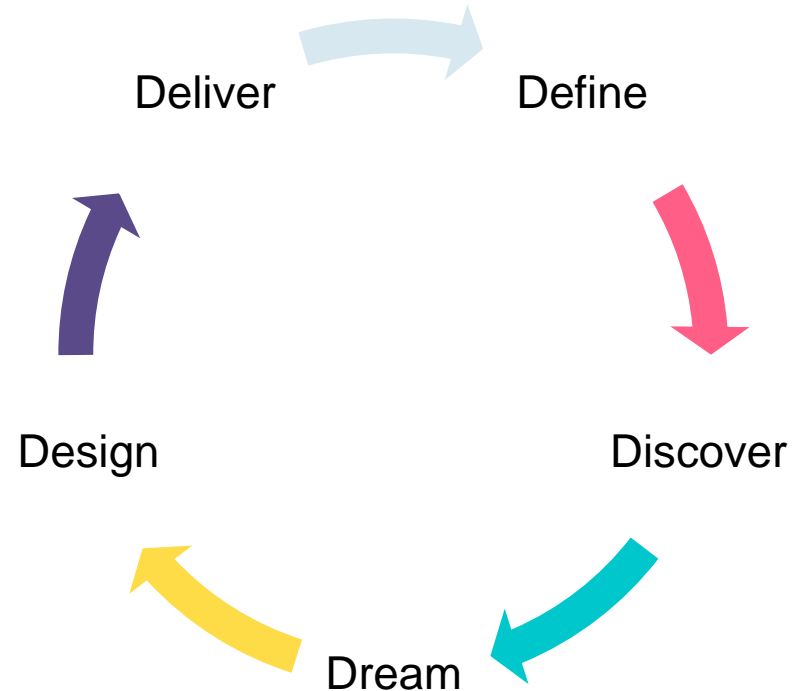
New Equity, Diversity, Inclusion, and Indigeneity (EDII)

New Representation, Participation, and Engagement



Our Work Together: Extraordinary Kids Extraordinary Care Discussion

- For this discussion we would like to apply an *Appreciative Inquiry*® lens.
- Starting with a defining statement of what we will look for, we hope this conversation and your input will help the Kids Come First Steering Committee determine the strategy for the years ahead.
- Ultimately, we are looking to you to ensure:
 - The priorities resonate with you
 - Is there anything missing?
 - What excites you and what would you like to work on most?



Priority Setting Guiding Principles

- Pandemic Recovery
- Enhance regional approach and communications
- Focus on partnerships across the community and the region
- Deliver regional approaches to care
- Working together to attract funding that, as single organizations, we could not obtain
- Focus on disease prevention including mental health and substance use health promotion
- Continue to demonstrate action and change with the use of pilot projects led by the Kids Come First working groups. The more proof of concept we can offer the better we will find scalable solutions that can be shared within the broader OHT model
- Ability to be responsive to funding opportunities and/or Ministry mandates as they arise

Guiding Questions for discussion:

What has the Kids Come First Health Team done well?

What are you hearing that matters for children, youth, and their families?

How can we, the Kids Come First Health Team, help Ontario Health Teams (OHTs)?

What are the opportunities to collaborate with other OHTs?

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To Winning Strategies and Beyond!
Launch of our Kids Come First Linguistic Protocol

To winning strategies, and beyond!

- Kids Come First Health team and the French Language Health Services Network of Eastern Ontario

WHY?

Kids Come First Health Team is committed to providing health care services in French to its entire Francophone population. It recognizes the importance of serving children and their families in the official language in which they are most comfortable in order to ensure the **QUALITY**, **SAFETY** and **EFFICIENCY** of their care.

HOW?

To achieve this, Kids Come First has adopted a **COMMON**, **SIMPLE** and **EFFECTIVE** linguistic protocol. To facilitate its implementation, a toolbox and two training courses (The Active Offer of French Language Health Services and Implementation of Winning Strategies) are available to its partners.

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WINNING STRATEGIES to provide services to Francophone clients

Identify Francophone clients

From your first contact with the client ask the following questions:

- 1) What is your **mother tongue**?
- 2) If your mother tongue is neither English nor French, in **which Canada's official languages are you most comfortable**?
- 3) In which language **are you most comfortable** receiving your health care services?
- 4) Include the information in the client's file;
- 5) Develop a process that allows all members of your staff in direct contact with clients to know the language in which they are most comfortable receiving services.



Identify staff members able to provide services in French

- 1) Ask your staff to complete a self-assessment of their French language proficiency and include it in their file;
- 2) Formally evaluate, through internal mechanisms or an external firm, all employees who report a level of French that is equal to or higher than the **perfectible advanced**¹ level;
- 3) Maintain an up-to-date list of your staff with French language proficiency;
- 4) Encourage your staff with French language skills to wear "Je parle français" identification.



¹ French oral proficiency levels are from the Ontario Ministry of Francophone Affairs

Match Francophone clients with staff members able to provide services in French

- 1) Define a process to match Francophone clients with staff members able to provide services in French;
- 2) Define contingency measures when there are no staff members able to provide services in French for the service requested.



Refer clients who are more comfortable receiving their services in French to another provider who offers the same quality services in French

Develop a formal referral agreement for Francophone clients with one or more health service providers offering the same quality services in French.



Measure results

Key indicators:

- ✓ % of clients whose mother tongue is French;
- ✓ % of clients who are more comfortable receiving their health care services in French;
- ✓ % of staff members able to provide services in French;
- ✓ % of Francophone served in French;
- ✓ % of clients referred for French language health services externally;
- ✓ % of clients satisfied with the services



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Revised in June 2023



Adopting and implementing the winning strategies will turn you into superheroes...

Because superheroes work in teams to be stronger just as the winning strategies were developed to limit working in silos and to advocate for more collaboration among the Kids Come First partners, for the well-being of Francophone patients.

Because superheroes help the most vulnerable just as the winning strategies aim to help Francophone children and their families living in a linguistic minority context to receive healthcare services in their mother tongue.

Because superheroes put their proteges at the center of their action just as the winning strategies in the linguistic protocol are designed to place the Francophone patient at the heart of the action by considering the language in which he or she is most comfortable, and by actively offering services in French, even when the language is not mastered by all the personnel, because it's the right thing to do.

NEXT STEP...





Closing Remarks

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