

Annual Report



2025-2026



archipel.

Équipe Santé Ontario | Ontario Health Team

TABLE OF CONTENTS



1.	Cover Page	01
2.	Walking Together in Relationship	03
3.	Messages	04
3.1	Director's Message	04
3.2	Vice President's Messages	05
3.3	PCN Co-Lead's Message	07
3.4	PCFAC Co-Chair's Message	08
4.	Building a System Grounded in Shared Values	09
5.	Ontario Health Teams	10
6.	Archipel OHT	11
7.	Meet our Team	12
8.	Communities We Serve	13
9.	Listening Together	14
10.	Turning Data into Action	15
11.	Measuring our Impact	16
12.	Celebrating our Impact	18
13.	In Community, with Community	21
14.	Thank You	23

Walking Together in Relationship

The Archipel Ontario Health Team respectfully acknowledges the enduring relationships that First Nations, Inuit, and Métis Peoples have with the lands where we live, work, and serve. The communities we serve are located within territories connected to the Algonquin Anishinaabe Peoples and the Haudenosaunee Peoples, including the Mohawk Nation, whose histories, cultures, knowledge, and stewardship have shaped and continue to shape these lands.

These lands have been cared for, protected, and connected through Indigenous knowledge, cultures, and communities since time immemorial. We recognize that the health systems we work within were not built equitably for everyone, and that reconciliation requires more than words, it calls for reflection, accountability, relationship-building, and meaningful action.

At Archipel OHT, we are committed to listening, learning, and working differently. Through our work in community engagement, system planning, equity, and partnership development, we continue to challenge ourselves to create safer, more inclusive spaces where Indigenous voices, experiences, and ways of knowing are respected and reflected.

As a proudly bilingual OHT serving diverse urban, rural, and francophone communities, we understand the importance of ensuring care and collaboration are rooted in dignity, cultural humility, and respect for the unique strengths and realities of the communities we serve.

We remain committed to walking this path with openness and care, knowing that trust is built through consistent action, authentic relationships, and a willingness to continue learning together.



Director's Message

This past year was one of rebuilding, strengthening relationships, and moving forward together across the Archipel Ontario Health Team. I am deeply proud of what our partners, providers, staff, patients, families, and caregivers have accomplished for our communities.



Marc-André Sabourin

Administrative Director
Archipel OHT

Together with more than 70 partners across the region, we strengthened the foundations of our OHT and advanced a more integrated system of care. Key progress included the relaunch of our Primary Care Network, strengthening the voice of primary care in planning and decision-making, and advancing work in attachment, digital health, chronic disease prevention, system navigation, cancer screening, and population health.

Our collective efforts to support primary care attachment, aligned with the provincial goal of connecting every Ontarian to primary care by 2029, led to an important milestone: Archipel became the first OHT in the Champlain region to clear its Health Care Connect waitlist. This achievement reflects strong collaboration across sectors and communities.

We continued to strengthen patient, family, and caregiver engagement through the leadership of our Patient, Client and Family Advisory Committee, ensuring lived experience helps shape our priorities. Thank you to Pierre, Diane, Nicole, Ginette, and Heidi for their dedication.

Equity, culturally safer care, and strong Francophone and bilingual access remained central to our work. I thank the Transformation Office staff, Brian, François, Marie-Lou, and Sharlène, our Executive Committee, and my co-leads, Sylvie Lefebvre, Martine Whissell, and Dr. Élie Skaff, for their dedication and collaboration. I also recognize our neighbouring Ontario Health Teams, Great River, Ottawa, and Ottawa West Four Rivers, whose partnership strengthens our shared impact.

Most importantly, thank you to everyone who continues to support one another and the communities we serve. Together, we move forward with stronger relationships and a shared commitment to more equitable, connected care.

Amitié,
Marc-André



Vice Presidents' Message



Sylvie Lefebvre

Vice President, Executive Committee
Prescott-Russell

Over the course of the last year, the Archipel Ontario Health Team has continued to make meaningful progress.

Thanks to the continued commitment of our partners and the mobilization of stakeholders across the network, we have continued our mission to provide more accessible, integrated, and people-centered care and services for our population.

Throughout the year, we strengthened collaboration among organizations, healthcare professionals, and community partners to improve the patient experience and foster better coordination of services across our region.

These collective efforts reflect our shared commitment to building a healthcare system that is more compassionate, effective, and sustainable.

We would like to sincerely thank everyone who contributes to the success of the Archipel Ontario Health Team: the Administrative Director and his team, the subcommittees, clinical teams, partner organizations, volunteers, patient partners, and community members. Your dedication, expertise, and trust are at the heart of our achievements.

As we continue to grow and evolve, we remain committed to innovation, strengthening our partnerships, and responding to the evolving needs of our population with compassion and collaboration.

We invite you to explore this annual report, which highlights the initiatives, achievements, and progress we have accomplished together over the past year.

Sincerely,
Sylvie



Vice Presidents' Message



Martine Whissel

Vice President, Executive Committee
Ottawa East

This year represented an important period of renewal for the Archipel Ontario Health Team. With the arrival of Marc-André Sabourin as Administrative Director, we were able to strengthen our leadership structure, enhance our tracking tools, and better support the advancement of our collective priorities.

The implementation of a more comprehensive approach to monitoring deliverables now allows the Executive Committee and the Transformation Office to have a clearer view of ongoing projects, progress achieved, and the conditions required for their success.

We are proud of the accomplishments of the past year, including connecting individuals registered with Health Care Connect to physicians partnered with the OHT, advancing several primary care team expansion projects across the Archipel region, and relaunching our primary care network. This network is fostering increased physician participation in the planning of our activities and in the development of practical strategies to respond to the needs of the population.

We also continue our work with Ontario Health and neighbouring OHTs to identify opportunities for collaboration and innovative projects. Despite a period of transition, the Transformation Office continued to demonstrate resilience and commitment.

With the right tools now in place and the involvement of key partners, we are approaching the coming year with confidence, enthusiasm, and realism.

Thank you all for a wonderful year!

Respectfully,
Martine



Primary Care Network Co-Lead's Message



Dr. Elie Skaff

Primary Care Network Co-Lead

Over the past year, I have been incredibly encouraged by the progress made through the Archipel Primary Care Network (PCN).

Primary care providers from across our urban and rural communities came together to formally establish the Network, develop a shared vision and governance structure, and create a Primary Care Advisory Committee (PCAC) that ensures diverse voices and practice models help shape our priorities.

I am proud of the growing engagement of primary care providers and the collaborative spirit that continues to strengthen our work. Through the Network, we are not only creating opportunities for physicians and nurse practitioners to have a stronger voice in system planning, but also providing practical supports that help improve day-to-day practice and ultimately enhance access to care for our patients.

Archipel PCN benefits include tools that help optimize primary care practice, like funding support for digital tools like Online Appointment Booking (OAB), and Evidence to Practice (E2P), and also access to group purchasing of medical tools and supplies through Mohawk Medbuy.

While there is still important work ahead, the foundation we have built together positions us well to continue advancing accessible, high-quality primary care for the communities we serve.

In partnership,
Dr. Élie Skaff

Patient, Client and Family Advisory Committee Co-Chair's Message



Pierre Benoit

Co-Chair, Patient, Client and Family
Advisory Committee

The Patient, Client and Family Advisory Committee (PCFAC) continues to play a foundational role in ensuring patient, client, family, and caregiver voices inform Archipel's planning, priorities, and decision-making. Guided by the *Patient, Family and Caregiver Declaration of Values for Ontario*, PCFAC was created to ensure lived experience meaningfully shaped the work of the Ontario Health Team.

Building this foundation required time, as both the committee and the broader OHT structure were developing simultaneously.

Today, the PCFAC continues to help guide Archipel's direction by strengthening the connection between community experiences and system planning.

Early priorities included understanding the **needs of our population**, improving **access to primary care**, strengthening **caregiver** and **Indigenous voices**, recognizing the contributions of **community organizations**, advancing **prevention and health promotion**, fostering **inclusive decision-making**, and maintaining strong, **adaptable governance**.

It is encouraging to see the progress made in these areas. Archipel has strengthened access for unattached patients, expanded its understanding of the population it serves, and increased the involvement of community organizations, caregivers, and patient partners in shaping care. Prevention initiatives focused on cardiovascular disease and cancer screening are also advancing.

The patient-partner culture continues to guide the Transformation Office and strengthen collaboration across our system. Moving forward, we must continue recruiting new committee members, increasing community awareness, and finding meaningful ways to hear and respond to patient and caregiver experiences.

Merci,
Pierre

Building a System Grounded in Shared Values

At Archipel, the Patient, Client and Family Advisory Committee (PCFAC) helps ensure that the voices of patients, clients, families, and caregivers remain central to our work. Guided by the **Patient, Family and Caregiver Declaration of Values for Ontario**, PCFAC helps us put these shared values into practice across our Ontario Health Team.

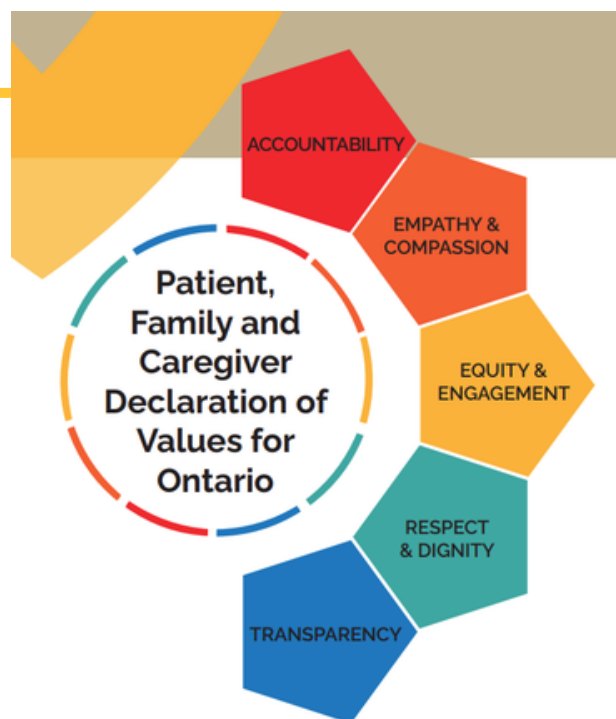
The Declaration of Values, including accountability, empathy and compassion, equity and engagement, respect and dignity, and transparency, guides how we plan, collaborate, and make decisions together.

This year, we focused on embedding these values into how our system operates, not only into our documents. With guidance from PCFAC, the Declaration of Values was incorporated into the terms of reference for key committees and working groups, including primary care, executive governance, and mental health and substance use. This helps create a shared understanding of how patients, clients, families, and caregivers are meaningfully involved in our work.

These values are reflected in our everyday actions. Accountability and transparency have been strengthened through clearer reporting and shared planning. Empathy, compassion, respect, and dignity are reflected in initiatives that improve access to primary care, cancer screening, chronic disease supports, and navigation for people without a primary care provider. Equity and engagement continue to guide our community outreach, bilingual engagement, and efforts to include more voices in planning and decision-making.

Through digital tools, online appointment booking, Health811 promotion, and community care pathways, we continue to reduce barriers and make it easier for people to find and access care.

Together, these efforts demonstrate our ongoing commitment to moving the Declaration of Values from a guiding document into everyday practice, shaping how we partner with patients, clients, families, caregivers, and communities across Archipel.



Ontario Health Teams (OHT)

An Overview

Ontario Health Teams (OHTs) bring health and community partners together to make it easier for people to access the care and services they need.

OHTs do not directly provide health services; instead, they support organizations to work together so care is better connected and easier to navigate.

An Ontario Health Team can include:

- people with lived experience
- doctors and nurse practitioners
- hospitals
- public health
- home and community care
- mental health and substance use services
- social service organizations
- community organizations
- Francophone, Indigenous, and other community partners

These organizations continue to provide care and support directly to people and families. By working together through an OHT, partners can better understand community needs, identify opportunities for improvement, and create a more seamless experience for those accessing care.

This approach is supported by the Ontario Ministry of Health and Ontario Health and aims to make it easier for people to navigate the health system and access the right care at the right time.



Archipel OHT



An Overview

The Archipel Ontario Health Team was created in 2023 when the Ottawa East Ontario Health Team and the Prescott-Russell team in development joined together to become one proudly bilingual team. The name Archipel reflects this coming together of different “islands” or areas into one connected network.

Even though they now work as one team, each area within the OHT still has its own unique identity, strengths, and needs, and Archipel works with and respects those differences while bringing everyone together to improve care in both official languages.

Our mission

Coordinate multi-sectoral collaboration and co-design with clients to optimize equitable access to a continuum of care and services that meet the needs of our population in both official languages.

Our values

- Equity
- Respect for the individual
- Interdependence
- Integrity
- Agility
- Collective impact

All in alignment with the Declaration of Values.

Our shared vision

A trusted community network that is diverse, inclusive and equitable, able to respond to the varied and evolving needs of its population, so that each individual can reach their full potential for health and well-being throughout their lives.



Meet Our Team

The **Transformation Office team** at Archipel helps turn ideas into action and supports better coordination of health and community services across the region.



Brian Schnarch

Lead,
Performance and
Analytics



Sharlène Clarke

Project Lead,
Integrated
Health



Marc-André Sabourin

Administrative
Director



Marie-Lou Meawasige

Manager,
Population Health



François Cholette

Lead, System
Transformation,
Digital Health and
Primary Care

They support the planning and delivery of projects across the Ontario Health Team, helping partners stay connected and aligned. They also work with Ontario Health to advance provincial priorities while responding to local community needs.

The **Executive Committee** provides leadership and direction for Archipel Ontario Health Team. It brings together representatives from healthcare and community organizations, client partners, and system partners to guide shared priorities and support better care for the communities we serve.

Executive Committee Members:

- **Martine Whissel** (Vice President)
- **Sylvie Lefebvre** (Vice President)
- Pierre Benoit
- Frédéric Beauchemin
- Marie-Andrée Carrière
- Linda Cleroux
- Joanne Henrie
- Stéphanie Laplante
- Véronique Legault

- Joëlle Plourde
- Élie Skaff
- Lynne Thevenaz
- Marcelle Thibeault
- Dania Versailles

Ex-Officio:

- Carolyn Crowley
- Normand Glaude
- Stefany Kawka

We recognize and sincerely appreciate the leadership, dedication, and commitment of all Executive Committee members.



Archipel brings together communities across Prescott–Russell and Ottawa East, located on the unceded and unsundered territories of the Algonquin Anishinaabe Nation and within the traditional homelands of the Kanien'kehá:ka (Mohawk) Nation.

From the urban neighbourhoods of Vanier to the suburbs of Orléans, the towns of Hawkesbury and Casselman, and the rural communities of La Nation and beyond, the region is shaped by diverse cultures, languages, experiences, and histories. These communities contribute to the unique identity of Archipel and help inform priorities for health system planning and collaboration.



Demographic Trends

- Population aged **75+ is growing ~5%** per year
- Increasing **cultural and linguistic diversity** across Archipel
- A large and growing **Indigenous** community

System Collaboration

- More than **70 partner organizations** across Archipel
- Over **100 individuals actively engaged** in committees and working groups

Population & Diversity

A Strong Francophone Presence

100,000+ Francophones live across Archipel, making it the largest Francophone population served by any Ontario Health Team. In parts of Prescott–Russell, **Francophones represent up to 75%** of residents, making French–language access essential to health system planning and care delivery.

A Growing and Diverse Population

Archipel includes a wide range of cultural, linguistic, and lived experiences:

- **20% of residents are immigrants**
- Common non–official languages include **Arabic, Spanish, and Mandarin**
- At least **3.5% of residents identify as Indigenous** (likely underrepresented in census data)
- Communities include large vibrant **Black, Arab, South Asian, Chinese,** and other diverse populations

Health System Access & Equity

- **14%** of residents **do not have** a regular **primary care provider**
- **9.3%** of residents live with **low income**, rising to **20%+ in some communities** (e.g., Vanier, Hawkesbury)

Data sources and references are available upon request.

Listening Together

Patient, Client and Family Advisory Committee (PCFAC)



Pierre Benoit
PCFAC Co-Chair



Guided by a strong governance framework outlining its mandate, roles, and responsibilities, the PCFAC continued its work by strengthening its priorities and building closer connections with communities. The Committee promoted the **Patient, Family and Caregiver Declaration of Values for Ontario**, designed to serve as a guiding compass for individuals and partners alike.



Diane Hupé



Building on the PCFAC Archipel OHT information sheet, a visual presentation was developed and used to increase awareness of the OHT's role and to support the recruitment of new members. This tool was presented during **10 community luncheons**, engaging more than **385 participants**.



Ginette Beaudry



The Committee has observed progress in several areas it identified as priorities, including **early screening** for heart disease and certain types of cancer, improving access to care for unattached patients, and gaining a **better understanding** of the needs of our population. Committee members also remained actively engaged by participating in various activities, conference, and community discussions.



Heidi Lehr-Richard



The Committee will continue its **engagement** with communities, strengthen its **evaluation framework**, and promote **equity, diversity, inclusion**, and a patient-centred culture.



Nicole Cadieux

Turning Data into Action

Archipel uses data and evidence to understand communities, guide decisions, and support equitable, coordinated care.



Understanding The Population

- Sociodemographic profiles to assess how well our services reflect population diversity
- Neighbourhood level analysis to support primary care planning and expansion
- Chronic disease trends, including diabetes, to inform service planning
- Patient and family feedback, including COPD experiences, to identify gaps and priorities

Planning Primary Care

- Analyzing primary care attachment and aligning supply with demand across sub-regions
- Mapping primary care coverage and capacity using interactive tools
- Identifying communities with greater needs for prevention and cancer screening services

Monitoring Performance and Improvement

- Performance measurement and reporting across priority areas
- Primary care surveys and capacity assessments
- Ongoing analysis to support continuous quality improvement

Data Support for Partners

Archipel launched a **data request service** to provide partners with tailored information to support planning, evaluation, and funding proposals.



Examples include:

- Palliative care and hospice bed needs in Prescott-Russell
- Evaluation of Winning Strategies (with RSSFE* and Kids Come First)
- Francophone population profiles across provinces and territories with RSSFE
- Data support for primary care funding proposals and local planning initiatives

** Réseau des services de santé en français de l'Est de l'Ontario*

Measuring our Impact:

Strengthening a more connected health system with partners, care teams and communities across Prescott-Russell and Eastern Ottawa



Growing Our Partnership Network



14

New partner organizations signed formal partnership agreements



20

New primary care providers joined the network (16 physicians and 4 nurse practitioners)



5

New Executive Committee members strengthening geographic and sector representation



Engaging Primary Care



45

Participants attended Archipel's Primary Care Gathering



67

Primary care providers completed a detailed survey on capacity, needs and challenges



20+

Outreach contacts with primary care providers to promote eReferral adoption



Expanding Our Reach



+42%

Increase in website traffic



+95%

Increase in website users



Engaging Communities

635

Participants reached through 25 information sessions



Community Lunch and Learns

385

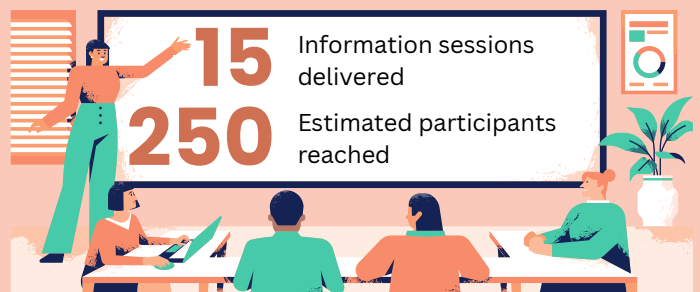
Participants attended 10 public information sessions facilitated by PCFAC members



Focused on:

- ✓ What is an OHT?
- ✓ Who is Archipel?
- ✓ Learn about the PCFAC

Information Sessions



15
250

Information sessions delivered
Estimated participants reached

Topics included:

- ✓ Mental Health and Wellness
- ✓ Community Resources
- ✓ Cancer screening and prevention

Measuring our Impact:



Improving access to care through earlier diagnosis, better chronic disease management and stronger access to primary care



Strengthening Chronic Disease Care



405

New spirometry tests completed

Across 2 primary care clinics

Supporting earlier diagnosis and improved management of Chronic Obstructive Pulmonary Disease (COPD)



129

Patients supported through Amplify Care's Evidence2Practice (E2P) tools

Helping primary care teams enhance chronic disease management and follow-up care



Connecting People to Primary Care

12,000+

People attached to a primary care provider

Including

5,000+

People attached directly from the Health Care Connect wait list



Archipel was the first OHT in the Champlain region to achieve and exceed its provincial attachment targets



1,000+

Patients residing in neighbouring OHT regions were attached through Archipel primary care providers



3x

Health Care Connect registrations more than tripled in the region's most marginalized communities following targeted promotion of the provincial attachment program

Improving Access Through Technology



55,000

Patients supported by online appointment booking

Across 5 primary care clinics



4,700

Patient surveys completed

Feedback indicated a highly positive experience using online booking services

Impact at a Glance



12,000+

People attached to primary care



405

Spirometry tests completed



129

Patients supported through E2P tools



635

Community members engaged



25

Information sessions



55,000

Patients with access to online booking

Celebrating Our Impact: Partnerships, Progress and Innovation

Celebrating the people and partnerships driving change



1

Expanding Access to Primary Care



First in the Region to Reach Primary Care Attachment Milestone

Archipel became the first OHT in the region to complete the final primary care attachment target for the pre-January 2025 Health Care Connect list and ahead of schedule


11,000+
people were on the list


5,000+
people attached to primary care providers from HCC Waitlist



Advancing Ontario Health's goal of connecting everyone in Ontario to primary care by **2029**

Expanding Primary Care Capacity in Prescott-Russell

A **\$2.8 million** investment will support expanded access to primary care for an additional 7,350 residents in the United Counties of Prescott-Russell (UCPR).



This initiative is a collaboration between the Centre de santé communautaire de l'Estrie, the Clarence-Rockland Family Health Team (FHT), and the Plantagenet FHT, advancing accessible, equitable, and person-centered care.



Primary Care Connection Event Featuring Special Guest Dr. Jane Philpott

Archipel hosted a Primary Care Network Lunch at the Hammond Golf Club, bringing together **45+ family physicians, nurse practitioners, and clinic leaders** to connect, collaborate, and share ideas.

Networking and collaboration

Building stronger connections across primary care teams.

Meaningful dialogue

Supporting conversations that contribute to a more connected and resilient primary care system.

Shared learning and system improvement

Featuring Dr. Jane Philpott in a Q&A focused on strengthening primary care and advancing system integration.



Celebrating Our Impact: Partnerships, Progress and Innovation

Celebrating the people and partnerships driving change



2 Improving Access and Coordination of Care



Launch of the Virtual Triage and Assessment Centre (VTAC)

Archipel contributed to the launch of the VTAC for Prescott-Russell, improving timely access to assessment and care for residents across the region.

Leading Practices in Post-Discharge Care

Archipel supported the **Enhanced In-Home Remote Care Monitoring (E-RCM)** program a leading practice initiative led by Hôpital Montfort in partnership with Ottawa Community Paramedics and Home and Community Care Ontario.

Continuous 24/7 monitoring for 14 to 30 days following hospital discharge for patients living with chronic conditions.



Advancing Postpartum Mental Health Support

A meaningful step forward in postpartum mental health support, the Archipel Postpartum Wellness Clinic led by Montfort Renaissance in partnership with Ottawa Public Health and Archipel improves access to coordinated, compassionate community based care for families across Ottawa.

Celebrating Our Impact: Partnerships, Progress and Innovation

Celebrating the people and partnerships driving change



3 Advancing Quality and Best Practices

Recognized as a Best Practice Spotlight Organization (BPSO)

Archipel was officially designated as a BPSO by Registered Nurses' Association of Ontario (RNAO) in 2024.

In 2025, Archipel's OHT BPSO working group showcased its work at the BPSO OHT Summit, collaborating with partners to implement RNAO best practice guidelines across the continuum of care.



4 Advancing Cancer Screening Access and Awareness

Stronger partnerships. Greater awareness. **More access.**



979

cancer screenings through the Regional Cancer Program



35

additional screenings through community partnerships



72

participants in **4 community** information sessions



Developed a localized screening **information tool** to improve awareness of eligibility and access pathways



Early planning to better support underserved and unattached populations

In Community, With Community



Walk of sorrow with **Indigenous Grassroots Circle in Eastern Ontario** in Rockland

WOW
Festival
2025 by
CAPSA,
focused on
mental
health
awareness
and well-
being



Ottawa Golden Oldies seminar on mental health and well-being of older adults as part of National Seniors Day



Pride flag raising in Rockland, symbol of solidarity, inclusion, and belonging for **2SLGBTQIA+** communities



"In Good Relations," organized by **IPHCC**, focused on **Indigenous health care** relationships and care



Council on Aging
Spring Luncheon



In Community, With Community



Annual **Addictions and Mental Health** Ontario (AMHO) Conference



Jeans & Shirt Gala by **Le CAP**, supporting mental health and well-being of Francophone youth in our community

Celebration of Indigenous cultures and ceremonies in Rockland on June 21st, **Summer Solstice** and sacred renewal



Archipel's presence at the **Active Living Fair**, in collaboration with **RAFO**



Integrated Care **Action Summit 2025**



thank you

This work would not be possible without the people, partners, and communities who continue to shape Archipel through their time, trust, knowledge, and collaboration.

We extend our sincere appreciation to the members of our committees, advisory tables, and working groups, our formal and informal partners, and the many organizations and communities who welcomed us into their spaces throughout the year. Your leadership, collaboration, knowledge, and commitment continue to strengthen our work and help build a more connected and responsive health system.

We are especially grateful to the individuals with lived and living experience who generously shared their voices, stories, expertise, and perspectives. Whether through the Patient, Client and Family Advisory Committee (PCFAC), as People With Lived Experience (PWLE) participating in working groups, or through consultations and projects, your insights challenge us to do better and ensure our work remains grounded in the realities of the communities we serve.

To everyone who participated in our events, webinars, information sessions, community conversations, and partner initiatives, thank you. Your questions, ideas, and engagement continue to shape our understanding of the evolving needs and priorities across Archipel.

Every conversation, every perspective, and every connection matters.

Together, these relationships help us better understand the diverse communities we serve and support our shared commitment to advancing equitable, accessible, and just care across Archipel. Thank you for being part of this work.

We Are Archipel.

