

Sensing groups, French Province

Summary

10 groups took part

About 70 participants: Brothers, Co-workers, Sisters, residents, volunteers, families.

5 topics covered

Theme 1: Living and working together: religious, staff and patients (p. 1)

Theme 2: Governance and Vision (p. 8)

Theme 3: Foresight, Research and Development (p. 10)

Theme 4: Religious presence (p. 11)

Theme 5: Corporate social responsibility (p. 12)

Topic 1: Brothers, Co-workers and patients living and working together.

Group I

Brothers of the Notre Dame de Charité Community - Paris

The Brothers of the Community of Notre Dame de Charité met several times to take stock of the situation based on the questions posed in topic 1.

- There are fewer Brothers and therefore fewer services.
- Our employees see our work as a job. They are not attracted by the values promoted by the Foundation. The St John of God culture is still not widely shared. Days are organised to welcome in new employees although they are not organised everywhere. Staff turnover is high. Relations between Brothers and Co-workers do exist, but they remain somewhat 'timid'. Of course, to work together we have to be present, communicate and live together.
- Collaboration is not organised and can be improved.
- The residents of MAS and the other units of the Lecourbe Centre are pleased to meet the Brothers.

We posed questions, but without offering answers:

What kind of presence should the Brothers have? How can we facilitate the integration of young Brothers?

- Meetings with senior management are virtually non-existent.
- There is a lack of interest on the part of management in chaplaincy and/or the Pastoral Council, which are not included in the organisation chart of the centres.
- Residents or beneficiaries are not involved in ethical matters.
- Volunteering is a valuable form of help that needs organisation and training.
- There is a lack of formation in the value of "spirituality": formation in listening skills, facilitating self-expression, etc.
- There is often confusion between religion and spirituality.
- Vocations Promotion in France is non-existent (which is not the case in Madagascar).

In another area, we emphasised that Europe is one reality.

Group II

Sacré Cœur (Niort and Cherveux) Centre. Target group: dependent elderly people

Facility of the Foundation, belonging to the Daughters of Charity of the Sacred Heart of Jesus

Members: 1 volunteer, 1 resident, 2 sisters, 2 employees.

The Sacré Cœur Centre joined the Saint Jean de Dieu Foundation almost a year ago. Although at the outset there were many doubts and fears on the part of certain employees and residents, over the last few months we have seen things stabilising and a bond of trust in the Foundation growing stronger every day. By listening to and supporting others, the sisters communicate the values of St John of God in the day-to-day life of Ehpad, but for us, the employees, the residents and the volunteers, they also bring these values with them on a daily basis.

One identified need :

Raising a greater awareness of Saint John of God and the values of his charism among the employees.

What did the topic confirm for you?

Spirituality is a need for everyone

The value of spirituality accompanies us at every moment and has an impact on each and every one of us involved in the facility. Respect, tolerance, listening and well-being give meaning to life. One of the participating sisters told us that we have to "**try to make hope possible for each and every one of us**" and that "reaching out to people at their best is a constant aspiration".

What did you discover? What are the main conclusions you have drawn from this topic?

During the religious events, some residents told the sisters that they would like to become more involved. Since then, several residents and families have taken part in these spiritual events (reading texts, setting up the room, etc.).

Many employees emphasise the invaluable help provided by the sisters in the Centre, "they come to visit the residents who are lonely or the resident sisters, it's lovely". **There is real communication with the sisters within the centre.** The sisters regularly answer employees' questions when asked for more spiritual support.

What key questions has this process raised for your province in the future?

The sisters are asking for more information when someone is at the end of their life, as well as when new residents arrive.

Volunteers provide essential support and are a resource for staff and residents. They provide an outside perspective, with the possibility of bringing up positive and/or negative matters. "I've been working at Sacré Cœur for 30 years and I still feel as free as ever".

Group III

The Saint-Raphaël Centre (Marseille), belonging to the Sisters Hospitallers of the Sacred Heart of Jesus

Target group: young adults with disabilities

People taking part: **Mrs SZCZEPANEK (director and coordinator of the sensing group)**, Nadine CABARROCAS (president of the Social Life Council), Sister Isabelle DE BOURRAN, Isabelle FABRIZIO (Head of Educational Services), Anne BERTRAND (educator), Christelle TOUZALIN (resident).



Format: the group adopted a questionnaire-type format, with questions devised with our Provincial Superior, Brother Paul-Marie, where each member was able to explore different angles *relating to the topic addressed*.

These are the results.

How do you perceive collaboration and communications between the Brothers/Sisters and the Co-workers in your day-to-day work? What challenges or difficulties do you encounter working together every day?

The sisters said that they found it difficult to find their place in the Centre.

Some employees noted a lack of understanding on the part of the sisters with regard to whether the residents chose whether or not to go to Mass. Some mentioned that there was an authoritarian stance on the part of the sisters towards the residents. One employee expressed regret that the chapel was closed for security reasons.

Do the families and carers have any say regarding accompanying the residents?

If the resident agrees, the families are involved in drawing up the individualised projects. Some residents may be at loggerheads with their families and this can clash with what they want, putting us in great difficulty.

In your opinion, are the residents really at the heart of the system: are their personal or other needs taken into account (fear, joy, love, anxiety, stress, etc.)?

Residents are accompanied by a multi-disciplinary team who identify the needs of each individual and try to propose appropriate activities.

⇒ Identified need: How to take better care of the individual within the group.

To what extent do you feel that the values of Saint John of God influence or should be influencing your day-to-day work?

The values are explained at the time of recruitment, and are recognised by the professionals who are committed to them. However, we have observed a gap between recognition and day-to-day implementation, given that it is teamwork, which is not self-evident, and given the increasingly complex context.

What means of communication or opportunities for dialogue exist to encourage mutual understanding between Brothers, Sisters, Co-workers and residents?

Through pastoral care we can work on this question of spirituality, but at the moment it is too limited to preparing Masses.

What role do carer couples and volunteers play today?

The resident carers couples have been identified and are already taking part in workshops. This is something we still need to support and develop. As far as the volunteers are concerned, we have around ten who take part in activities. They are former employees, or people who know our residents well. Identified need: to recruit new volunteers. There is the question of parents who want to volunteer: what precise role should they play as carers and volunteers?

How would you describe the impact of the value of Spirituality in your day-to-day work, in the quality of care and accompaniment offered to people in your care?

Spirituality adds value and soul to everyday life. It helps to make sense of things for everyone.

In your opinion, what are the hallmarks of the Saint John of God identity in your organisation?

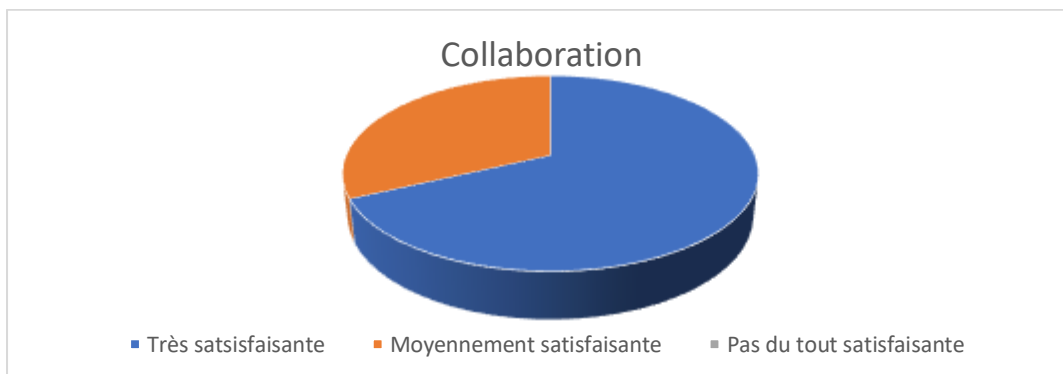
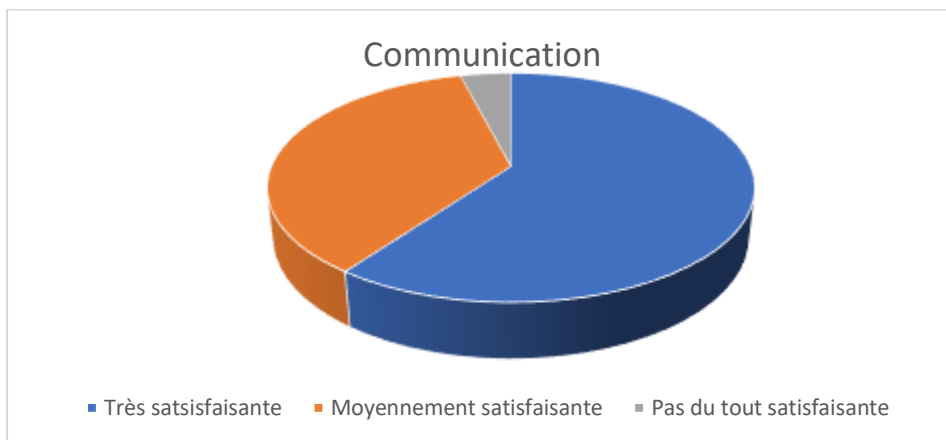
- Meeting the needs of the most vulnerable and sometimes abandoned people
- Adapting support for people in line with changes in society.
- Showing humility.
- Thinking outside the box and breaking new ground.
- Seeking out the best quality human resources, whoever you talk to. Seeking to provide holistic care.

Appendix :

A survey was conducted within the facility on two topics:

- Communications between residents and Religious
- Day-to-day collaboration

It was sent to a panel of residents, co-workers, sisters and volunteers, and returned in the form of a pie chart:



Group III

The Vivre Ensemble Centre, Fondation Saint Jean de Dieu (Territoire d'Anjou), a centre of the Daughters of Charity of the Sacred Heart of Jesus

Group members :

Sister Geneviève PENISSON (group coordinator), Guy CHARRIER (Director), Alexandra ABELARD (Co-worker), Soeur Yvonne GABORIAU (resident), Mado MARTIN (Volunteer)

1) *In your opinion, what are the hallmarks of the Saint John of God identity in our organisation?*

The Sisters feel that they are close to the Brothers of the Hospitaller Order of Saint John of God in terms of the human values they live by every day in their centres. The hallmarks of Saint John of God's identity only need to grow, notably through **pilgrimages to Granada**, opened up in 2024 to Sisters and volunteers; or through participation in this Sensing group within the framework of the Brothers' General Chapter.

⇒ Need identified: Incorporate the spirit of Saint John of God more fully into staff training. The hallmarks of the identity of Saint John of God (history in particular) are still quite new at the Vivre Ensemble centre and therefore need developing.

2. *How do you perceive cooperation and communication between brothers/sisters and co-workers in your day-to-day work?*

There are fewer sisters these days, so less time is available for the residents. That is why volunteers are also essential.

The group noted the good collaboration with the volunteers (activities, Mass preparation in particular).

4) *What challenges or difficulties do you encounter in this day-to-day collaboration?*

There is a high turnover of staff; some are not well identified by the sisters and vice-versa; in general terms, relations are good.

5) *What actions are you taking to respond to the resident's spiritual needs or wishes?*

- **Chaplaincy**: real spiritual support is provided to people who wish to talk about certain difficult subjects

- Those who so wish can attend the **Eucharist** during the week or on Sundays; this has been a real success story: in one of the residences of the Centre Vivre Ensemble 18 out of a total of 43 residents attend Mass.

- Enabling residents to follow **Mass on television**,

6) *What means of communication or opportunities for dialogue exist to promote mutual understanding between Brothers, Sisters, Co-workers and Residents?*

- **The Conseil de la Vie Sociale (Social Life Council)**: this is a legal obligation that enables everyone to share their views. There are contacts with nurses, psychologists, State-qualified nurses, social workers and, more generally, all the staff.

Topic relating to topic 1: What role can our volunteers play?

The Le Croisic Centre

Group members: Mrs Delostal, Director; Brother Jean-Marie, from the Le Croisic community;
Residents : Laura, Victoire, Cécile, Christophe, Michel, Virginie, Manuel, Carolina, Jennyfer, Sylvie Franck
Professionals: François (care assistant); Nathalie, sports educator; Anne, workshop instructor
Bol d'Air association volunteers: Babette; Marie-Françoise

A. The view of residents

How do you define volunteering?

A volunteer is someone who gives of their time (retirement or free time), of their energy, without counting the cost, without any remuneration, and without expecting anything in return. It is a voluntary choice on their part and demands a great deal of selflessness. It is a fact that today, in a world where money is ever-present, volunteering is increasingly declining.

→ Identified need: to give a new meaning to volunteering

What do the volunteers offer?

- Numerous outings (4 per week) as well as events such as the carnival, the Telethon, the 14 July fireworks display, etc.
- A wide range of very popular activities:
 - Group projects (e.g. a visit to attend the 2024 Paralympic Games) and individual projects (e.g. tutoring, creative writing)
- Spiritual accompaniment (chaplancy)
- And above all, they bring a breath of oxygen, of being included as part of the social fabric, joyfulness and cognitive progress.

What is your relationship with the volunteers?

Unlike professionals, who have to maintain a certain distance, volunteers are much closer. Our mutual trust translates into a close bond and a special relationship. They sometimes act as confidants and we are ready to share with them the good times, and times for celebration as well as in more difficult times. **We do not expect compassion from them, but rather kindness and friendship.**

What do you see as the qualities needed of a volunteer?

Patience, listening, gentleness, kindness, respect, understanding, helping others, good mood, dynamism.

What role do they play in your life?

An essential part. They are our second family!

B A BROTHER'S VIEW OF VOLUNTEERISM

Volunteers provide invaluable help, if only by providing extra hands to accompany residents in their secular and spiritual activities (for example, accompanying them to Mass). Through their involvement, they contribute to the charism of hospitality, which is thereby enhanced. By making us feel less isolated (there are only two of us in the Le Croisic community), they encourage us in our mission, creating a kind of group dynamic with us. It is worth noting that we ourselves are often volunteers through our spiritual accompaniment, but also by helping with care and meals or sharing festive moments.

C THE VOLUNTEERS' VIEW OF VOLUNTEERISM

Why are you volunteering? What motivates you?

Originally, it was a need to "feel useful", to give time and energy to these "people who have been injured by life". A need to share activities with others.

What is the nature of your relationship with the residents? Has this relationship evolved?

Basically, a lot of kindness and compassion (not pity!). But it takes time to get used to disabilities, to get to know the residents, their lives, their plans, what they have to offer of themselves. Then a person-to-person relationship develops. Sharing their joys and sorrows creates an immense bond, a deep tenderness, a real friendship.

What does this relationship bring you?

It is a source of shared joy and mutual fulfilment. As soon as you cross the threshold of the Centre, a real sense of calm comes over you, such is the warmth with which the residents welcome you in. This warmth puts a soothing balm on our own little miseries. What we give them, they give back to us a hundredfold. That is why they are so important to us today, and why they give us meaning.

What difficulties do you encounter?

There is one major difficulty, a source of frustration on both sides, that is likely to get worse as the residents age: communication. Fortunately, however, as time goes by, intuition helps to overcome some of these problems.

D The professionals' view

How do you feel about the presence of volunteers at the Centre? How has volunteerism evolved over time?

Admittedly, the arrival of the first volunteers met with a certain amount of diffidence, but little by little, over time and thanks to improved organisation, relations improved. Today, their presence is an appreciable 'add-on', an enrichment (diversified activities, complementing those we offer them, a different viewpoint and a different relationship).

Has everyone found their place?

Harmonious organisation is essential if everyone is to find their place.

What can professionals do for volunteers?

In addition to the quality of the welcome (in both directions), professionals can help to protect volunteers by providing them with training (chair handling, attitude, etc.).

Topic 2: Governance and Vision

Group I

Sacré Coeur Centre

The Sacré Coeur working group made up of Sister Yvonne Charrier (Niort), Sister Marie-Claude Jagueneau (Cherveux), Mr Alexandre Pierre (Family), Mrs Mesnard Colette (resident), Anne-Claire Ménard (State-registered nurse), Julie-Anne (trainee psychologist) and Aurélie Michaud (psychologist).

The link between the Sacré Cœur Centre and the Fondation Saint Jean de Dieu

Context: the rapprochement between the Centre and the Foundation took place at the initiative of the Sisters' community in July 2022, perceiving that they shared a common spirituality and values.

What have you discovered? What are the main conclusions you have drawn from this topic?

That we are mindful of this link with the Foundation, particularly when members of the Foundation come to visit us.

- Being part of the Saint-Jean de Dieu Foundation is very valuable for reducing our isolation as an institution. Links have been forged with the other facilities of the Foundation, and commonly shared practices and tools will improve the quality of our work (such as the Human Resources Information Systems).

What key issues has this process raised for your Province in the future?

1- An identified need: We need a better understanding of exactly who these Foundation members are who visit us, such as organisation chart with the names and roles of each member.

- It would also be interesting to improve familiarity with the Saint-Jean de Dieu Foundation by creating more opportunities for exchanges with the Sacré Cœur Centre.

2- The role of the sisters and the support of co-workers

The Sisters are aware that their community is dying, and they want to see these "pastoral care activities" continue for residents who feel the need for them.

3- A feeling of being part of a European and international hospitaller family

We are gradually discovering that exchanges with other European ie are a source of positive experiences and professional enrichment (European webinars, staff mobility to meet their European counterparts).

4- Quality of life at work: the well-being of residents also depends on the well-being of employees

Current governance (at both the hospital and the Foundation) is concerned to ensure the well-being and satisfaction of the co-workers (regular working and discussion groups are held on this subject, a break room has been redesigned with the involvement of the co-workers).

Group II

Saint Jean de Dieu Foundation - Anjou region

3 facilities of the Daughters of Charity of the Sacred Heart of Jesus

Sister Anne-Marie BARRE - Provincial Superior of the Congregation of the Daughters of Charity of the Sacred Heart of Jesus (represented), Mr Bernard ESNAULT - Coordinator of the territorial Local Facility Committee (CLE), Mr Eddy LHERBIEZ - Anjou Territorial Director - Saint John of God Foundation, **Mr Romain TOURNEMINE - Anjou Administrative and Finance Manager - Saint John of God Foundation and coordinator of the sensing group.**

The General Chapter's Sensing method praised

The initiative taken by the Brothers' General Curia was unanimously praised. This decision by the Hospitaller Order is in line with the current thinking of the Saint John of God Foundation, which, in this period of growth and structuring, is beginning to rewrite its statutes.

What has surprised you about the experience you had in dealing with this subject and what it generated?

The topic naturally revolved around the following question: what place should lay people and volunteers have in the governance and sharing of the vision and charism of Saint John of God? Sharing a common foundation is essential for leading and nurturing teams of volunteers.

What did this confirm for you?

The need for the presence of Brothers and Sisters

The physical presence of the Brothers and Sisters is invaluable in the facility and on the teams (professionals and volunteers). It enables everyone to better integrate their actions with our shared values.

Good representation of volunteers on governing bodies

One of the main ways in which volunteers participate in the governance of the Foundation is through the Local Facilities Committee (CLET). The implementation of these CLETs has been very important. It is undoubtedly a place where everyone (volunteers) can feel involved in the life of the Foundation.

Need identified: the link with the Foundation's Board of Directors could perhaps be strengthened, for example by appointing a Board/CLET liaison person in each Local Committee. The presence of the Provincial Superior and/or the President of the Foundation at CLET meetings is welcome.

What key issues has this process raised for your province in the future?

Projects facilitated by regional organisation

Decentralising the management of the facilities into Territories ensures that the sense of belonging is not lost. It makes it easier for everyone to feel that they belong to an entity with shared values, and that they live by these values.

One question emerges from this reflection: **how can the management of the Order and the Foundation take account of the Christian inspiration and bring it to life within each facility, regardless of the Congregation of origin, thereby enabling each person, according to his or her role, to take part in the life of the facility and find meaning there?**

Topic 3: Future prospects, Research and Development

Sacré Cœur Centre

Working group composed of Sister Yvonne Charrier (Niort), Sister Marie-Claude Jagueneau (Cherveux), Mr Alexandre Pierre (Family), Mrs Turpault (Cherveux resident), Julie-Anne (trainee psychologist) and Aurélie Michaud (psychologist).

What did you discover? What are the main conclusions you have drawn from this topic?

New technologies enable us to improve our practices and the day-to-day lives of our elderly residents.

Examples:

- A Kompai robot that helps residents get around, stimulates their cognitive functions and helps them fall asleep.
- Tovertafel (a fun, therapeutic tactile table that stimulates the senses of the elderly)

What key issues has this process raised for your province in the future?

- ⇒ **An identified need:** to open the facility up to the outside world and develop telemedicine
 - Developing outward mobility thanks to a new vehicle adapted to the disability of our elderly customers.
 - Making the rural site of Cherveux more accessible, as it is not currently served by bus (unlike the Niort site).
 - Facilitating access to care by creating more links between facilities and healthcare professionals (dentists, ophthalmologists, etc.), through **telemedicine** and by organising **visits** to our facilities.
 - Strengthening social links and opening up to the outside world with local shopkeepers. In Cherveux, we already have a "grocery" van that only comes one day a week.

We are open to new projects (corporate social responsibility, independent living for the elderly, inclusive living).

- ⇒ **Identified need:** Thanks to the Saint-Jean de Dieu Foundation, we hope to be able to take part in **inter-institutional projects in the future.**

Topic 4: Religious presence

Group I

Sacré Cœur Centre

Working group: 1 volunteer, 1 resident, 2 sisters, 2 employees.

What did this confirm for you?

The presence of the sisters in the facility, in the corridors and during meals, contributes to cohesion and solidarity within the facility. This allows us to experience a real closeness with the sisters, and we have heard reports of many constructive exchanges from employees, families and residents. The sisters have a charism that they communicate to the entire professional team, as well as to the residents. They have a calming presence that helps people to grow in spirituality.

What did this generate?

- ⇒ **Concern:** The sisters are ageing, there are few new vocations, and the priest is also old. How can we keep this religious soul alive without Religious?

Religious services, an essential time for residents

Being able to receive communion is also very important, and many residents attend services. The religious ceremony is an opportunity for residents to meet and talk to each other, with many conversations taking place before and after Mass.

The televised mass broadcast every Sunday in a communal room is essential for residents, families and outsiders.

The rooms in the centre can receive the KTO channel, so that everyone can practise their faith according to their wishes and state of health.

End of life support

Support at the end of life and the importance of correctly informing other residents of the death are essential to allow for mourning and grieving. Everyone agrees that **living together is also defined by death.**

Several religions and cultures mix in the facility, and for the employees interviewed *"there is no embarrassment; on the contrary, it allows us to get to know other religions, which is a strength for us and for the Foundation"*.

- ⇒ **Need:** how to deal better with violent acts and comments

Living together is an integral part of life at Sacré Cœur Centre, but as in other parts of society, we sometimes hear violent comments from some residents and their families. In the face of this, it is important to draw on the charism of Saint John of God to remind us that respect for everyone is the primary condition for civilised living together.

Group II

The Vivre Ensemble Centre

Fondation Saint Jean de Dieu (Territoire d'Anjou), work of the Daughters of Charity of the Sacred Heart of Jesus

Group members

Sister Marie-Thérèse RONDEAU (Daughters of Charity of the Sacred Heart of Jesus, group coordinator), Carole Mélièr (Deputy Director of the Vivre Ensemble Centre), Océane Girard (co-worker), Mrs Morisset (carer), Mrs Esnault (volunteer).

Method: The group used a questionnaire sent out to the Centre Vivre Ensemble (volunteers, sisters, residents, families).

1. *How is the presence of the Brothers or Sisters perceived in the schools? What about the identity of the schools?*

The presence of the Sisters is obvious and essential for everyone.

2. *How does religious life contribute to cohesion and solidarity within your school?*

There are specific differences between the Hospitaller Brothers and the Sisters (Daughters of Charity of the Sacred Heart).

3. *To what extent is religious or spiritual life integrated into the daily life of our school?*

Through the chaplaincy (twice a month), religious services (weekly Mass) and the presence of the Sisters (on a daily basis).

4. *How do you perceive the importance of religious diversity within our institution?*

The Vivre Ensemble Centre is located in a rural area, so there are few people involved; the accommodation contract rules out proselytising.

5. *What religious events (services, pilgrimages, etc.) organised within your facility do you consider to be the most beneficial or important?*

All the services are essential: the religious services are the most important; the regular pilgrimages to Lourdes offered to residents who wish to do so are particularly very special!

6. *Do you think that the charism bequeathed by the religious community (hospitality, mercy, charity) will endure in the future?*

We hope so!

The fact that the Sisters are entrusting their medical-social work to the Saint John of God Foundation is a response to this hope for the continuity of the values defended in the facilities. The Congregation has shown confidence by passing on the torch. The Foundation is solidly grounded, and "this isn't a good start"!

Topic 5: Corporate social responsibility

Members of the group: PAUTONNIER Typhaine, **Head of Department, group referent**; MESLET Océane, care assistant, CROLAN Frédéric, monitor educator MAS les Romans, Sœur Jeanne Marie DESOUCHES, former president of the association les Recollets La Tremblaye, BRETAUDEAU Marie-Bernadette, family carer.

What did this confirm for you?

Society is currently facing major challenges in the areas of health and the environment.

- On the subject of ecology, the third sector decree, for example, requires facilities to make changes to their energy consumption as part of an environmentally responsible approach.
- **Helping carers is a priority in the healthcare sector**, and more specifically in the field of support for dependent people. For there may be a shortage of support and training for carers, leading to undesirable situations with carers becoming exhausted with no access to respite care. More generally, there is a real shortage of places in France for people with disabilities in both adult and children's facilities.
- A shortage of skilled professionals is a current challenge. Their lack of recognition (particularly financial), the question of the meaning of work, working conditions and the decline in the attractiveness of these professions are all factors that jeopardise the quality of care and can ultimately lead to burnout among professionals already in post.

What are the main conclusions you have drawn from this topic?

Given the issues at stake, the question of protecting vulnerable and dependent people is a real one and requires organisations to put in place appropriate responses.

What key issues has this process raised for your province in the future?

The Saint John of God Foundation and the Hospitaller Order have initiated or put in place significant and concrete actions to meet these challenges:

- The CSR (Corporate Social Responsibility) approach is a natural one for the Foundation, given its values, social missions, assets and commitments.

The Saint John of God Foundation is staunchly committed to this issue, even if certain subjects will be developed in the coming years.

Appendix

Le Croisic Centre

Raising awareness is the key to progress

Since 2023, the Centre has been organising a day dedicated to the environment. The first year focused on the carbon footprint, as the centre was in the process of creating its carbon balance sheet.

We believe that communication is essential to ensure that every professional and every person we work with is able to take on board the environmental issues facing the centre, and indeed the world in general. That is why the centre publishes a page dedicated to CSR every month in its in-house newsletter.

First carbon balance sheet measure

The manager and the rotating quality assurance person have been trained to carry out a carbon balance sheet.

The Le Croisic school was able to find a detailed impact of our food, transport, waste and all our purchases. This carbon balance sheet resulted in 8 action sheets covering the short (1 year), medium (5 years) and long term (25 years). This work has made it possible to quantify greenhouse gas emissions and therefore to obtain a more detailed view.

A pro- ecology body

In 2024, Le Croisic's Sustainable Development Commission celebrates its 11th year of commitment. This assembly is made up of both multidisciplinary professionals and people receiving support. This complementary approach means that we can tackle issues in a comprehensive and inclusive mannerway. The committee meets quarterly to discuss the various initiatives undertaken by the centre. These meetings are an opportunity to take stock of current projects, identify successes and areas for improvement, and also to feed back observations from the field. The members regularly share their observations and the difficulties they have encountered, so that together they can find appropriate solutions.