



Advancing the Delivery of Health Care Services in French for Non-Identified Health Service Providers

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Advancing the Delivery of Health Care Services in French for Non-Identified Health Service Providers has been developed by:

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On behalf of the Pan-LHIN French Language Services (FLS) Coordinators Network.

Acknowledgements:

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I. Context

In the past few years, there has been an enhanced awareness regarding the importance of addressing health inequities faced by priority populations, including Francophone communities. Consequently, the Ministry of Health and Long-Term Care (MOHLTC) has strengthened the role of non-identified¹ Health Service Providers (HSPs) to increase capacity in providing health services in French to address the needs of the Francophone community. With more inclusive planning, this approach aims to improve continuity of care in French.

As a result, new resources have been developed to strengthen the accountability for the delivery of French Language Health Services (FLHS) across the province.

1. In November 2017, the Ministry of Health and Long-Term Care released the [Guide to Requirements and Obligations Relating to French Language Health Services](#) (Guide to FLHS) to clarify the roles and responsibilities of the various stakeholders, including non-identified HSPs.
2. Subsequently, requirements regarding the delivery of FLS outlined in Service Accountability Agreements (SAAs) between Local Health Integration Networks (LHINs) and HSPs have been reinforced.
3. A new online FLS reporting tool has been implemented across the province for all LHIN-funded HSPs.

II. Expectations of LHINs

The LHINs expect that non-identified HSPs will fulfill the requirements outlined in both the MOHLTC Guide to FLHS and their SAAs, and will:

- Develop and implement a FLS plan that outlines how the HSP addresses the needs of the local Francophone community. The plan will include mechanisms to work towards the principles of active offer with respect to health services in French, and the collection of FLS related data (e.g. identification of Francophones and health services available in French).
- Submit a report on FLS to the LHIN.

III. Purpose

This document is intended to assist non-identified HSPs to meet the FLS requirements under the SAAs and the MOHLTC Guide to FLHS, mainly through the development of a FLS plan.

¹ Non-identified health service providers are organizations that are not categorized as identified, or designated under the French Language Services Act.

IV. FLS Plan Content

The content of the proposed plan focuses on awareness of FLS, identification of Francophone patients, FLS capacity, active offer, and connecting French-speaking patients to health services in French. It also addresses interpretation and translation services, community engagement, patient experience, and reporting. Once implemented, mechanisms will be in place to help increase access to services in French, and better respond to the needs of the Francophone population.

Each section is structured to provide information regarding its purpose, proposed methods of implementation, best practices, alignment with the Guide on FLHS and the SAAs, and available resources. All sections should be considered when developing and implementing the FLS Plan to achieve the best possible results.

A [self-assessment checklist](#) (page 14) is included to provide HSPs with an overview of strengths and gaps regarding the delivery FLS in their organization. The results may be used to inform the priorities in the development of the FLS plan.

In addition, a [FLS plan template](#) (page 15) is available to support the development and implementation of the FLS plan. This template is designed to take into consideration various Francophone population sizes across the province.

A. Inclusion of FLS in the Organizational Culture

A workplace culture includes the shared values, belief systems, attitudes and the set of assumptions that people in a workplace share. Prioritizing FLS in organizational values will help enable the HSP to develop and implement a FLS plan. It will also help build a shared awareness regarding French language services and establish an environment conducive to providing services in French.

Purpose	<ul style="list-style-type: none">▪ To create an environment where French language is valued in the culture of the organization▪ To raise awareness and understanding of the French language service plan at all levels of the organization.▪ To support the successful development and implementation of the FLS plan.▪ To develop a sense of shared ownership regarding the FLS plan.
Proposed methods of implementation	<ul style="list-style-type: none">▪ Executive teams and Board members endorse the development and implementation of the FLS plan.▪ Cultural sensitivity education sessions are provided to staff.
Proposed best practices	<ul style="list-style-type: none">▪ A statement on FLS is included in the vision and/or in the mission, or in the values of the organization.▪ An FLS policy is developed in alignment with the organization's standards.▪ Training sessions are organized for front-line staff to learn about the processes in place for FLS.▪ An overview of FLS is included in new staff orientation.

B. Identification of Francophone Patients

Francophone² patients may not speak English, or might have a lower English proficiency. They rarely self-identify as Francophone for fear of waiting too long to receive services in French, or because they assume that no services are available to them in French*. As a result, they may receive their health services in English which might not address their unique needs. For these reasons, it is important to have a mechanism in place that proactively informs the HSPs of the patients' language of the patients.

Purpose	<ul style="list-style-type: none">▪ To be aware that the patient would like to receive health services in French.▪ To be able to find options to provide access to available health services in French.▪ To alleviate language barriers.▪ To improve patient experience.▪ To improve health outcomes of Francophone patients.
Proposed methods of implementation	<p>When identifying patients, two concepts apply:</p> <p>a) <u>Linguistic identity for the purposes of planning:</u></p> <p>The following two questions have been recommended to keep track of the number of Francophone patients and/or visits. This will allow the HSP to analyze the health needs of Francophone individuals and communities based on evidence.</p> <p>1. Q: What is your mother tongue? A: <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other</p> <p>2. Q: If your mother tongue is neither French nor English, which of Canada's official languages are you most comfortable using? A: <input type="checkbox"/> English <input type="checkbox"/> French</p> <p>b) <u>Linguistic preference for the purposes of delivering care:</u></p> <p>A third question may be added to follow up on when the person answers French as mother tongue. The question is asked to verify in what official language the person would like their health services even though they have indicated French as their mother tongue.</p> <p>3. Q: In which language are you most comfortable receiving your healthcare services? A: <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other (optional)</p>
Alignment with FLS requirements	Identification and reporting of Francophone patients accessing services is required to complete the FLS annual report submitted by the HSPs to the LHIN.

² Persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home.

* Ref: Joint position statement on the linguistic variable, May 2013. Regroupement des Entités de planification des services de santé en français de l'Ontario.

	SAA requirement	MOHLTC requirement
	<ul style="list-style-type: none"> MSAA: 3.5.2.d/LSAA: 3.6.2.d Collect and submit to the LHIN as requested by the LHIN from time to time, French-language services data. 	<ul style="list-style-type: none"> Commentary The ministry notes that the identification of Francophone patients is included in the concept of active offer.
Resources available	Joint position statement on the linguistic variable (Planning entities) Linguistic data collection (French Language Health Services Network of Eastern Ontario)	

C. Assessment of the French Language Capacity of Staff

Purpose	<ul style="list-style-type: none">▪ To identify staff with French language capacity, and gaps in services available in French.▪ To enable the HSP to plan for services in French.▪ To match French-speaking patients with French-speaking staff.▪ To improve patient experience.		
Proposed methods of implementation	Conduct a self-assessment survey. The Self-assessment form – French-language verbal skills is available on page 18.		
Proposed best practices	<ul style="list-style-type: none">▪ The completed French-language self-assessment form is included in the employee’s human resources file.▪ The self-assessment form is completed when new employees are hired.▪ Staff is re-evaluated every five years.▪ Formal assessment of staff who self-identified as intermediate or higher is available at a cost.		
Alignment with FLS requirements	Reporting of French Language verbal skills capacity is required to complete the FLS annual report submitted by the HSPs to the LHIN. Identification and reporting of Francophone patients accessing services is required to complete the FLS annual report submitted by the HSPs to the LHIN.		
	<table><tr><th>SAA requirement</th></tr><tr><td>A self-assessment survey will help the organization complete the Human Resources (HR) portion of the annual FLS report required by the LHINs:<ul style="list-style-type: none">▪ <u>MSAA: 3.5.2.d/LSAA: 3.6.2.d</u> Collect and submit to the LHIN, as requested by the LHIN from time to time, French-language services data.</td></tr></table>	SAA requirement	A self-assessment survey will help the organization complete the Human Resources (HR) portion of the annual FLS report required by the LHINs: <ul style="list-style-type: none">▪ <u>MSAA: 3.5.2.d/LSAA: 3.6.2.d</u> Collect and submit to the LHIN, as requested by the LHIN from time to time, French-language services data.
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A self-assessment survey will help the organization complete the Human Resources (HR) portion of the annual FLS report required by the LHINs: <ul style="list-style-type: none">▪ <u>MSAA: 3.5.2.d/LSAA: 3.6.2.d</u> Collect and submit to the LHIN, as requested by the LHIN from time to time, French-language services data.			

D. Active Offer of Services in French

Applying the principles of active offer means that measures are in place in the organization to proactively welcome all patients in both English and in French. As a result, French-speaking patients feel comfortable to express themselves in French from first point of contact.

The principles of active offer of services in French include:

- Respect the principle of equity.
- Linguistically and culturally appropriate services are offered to meet the needs and priorities of Francophone communities, and is part of the overall approach to person-centered services.
- Contributes to improving the quality of services and patient safety.

Purpose	<ul style="list-style-type: none">▪ To allow patients to communicate more easily, be understood, and feel comfortable expressing themselves in French.▪ To provide quality patient-centered services that are linguistically and culturally appropriate to their needs.					
Proposed methods of implementation	<p>Some of the elements for implementing an active offer of services in French include:</p> <ul style="list-style-type: none">▪ Greet patients in both official languages: use 'Hello-Bonjour' (in person and over the phone).▪ Bilingual voice mail message in place.▪ Bilingual signage in place for patients.▪ French-speaking professionals/volunteers who wear name tags that say 'Je parle français'.▪ Bilingual business cards are available to French-speaking employees.					
Proposed best practices	<ul style="list-style-type: none">▪ A French language policy is in place that includes the principles of active offer of services in French.▪ Front line staff are offered training on active offer of services in French (see resources available below).					
Alignment with FLS requirements	<table><tr><th>SAAs requirement</th><th>MOHLTC requirement</th></tr><tr><td><ul style="list-style-type: none">▪ <u>MSAA: 3.5.2 b/LSAA: 3.6.2 b</u> Work towards applying the principles of active offer in the provision of services.</td><td><ul style="list-style-type: none">▪ <u>Responsibility: 6 2.1.g</u> Work towards applying the principles associated with the concept of active offer in the provision of health services in accordance with existing FLS capacity.</td></tr></table>	SAAs requirement	MOHLTC requirement	<ul style="list-style-type: none">▪ <u>MSAA: 3.5.2 b/LSAA: 3.6.2 b</u> Work towards applying the principles of active offer in the provision of services.	<ul style="list-style-type: none">▪ <u>Responsibility: 6 2.1.g</u> Work towards applying the principles associated with the concept of active offer in the provision of health services in accordance with existing FLS capacity.	
SAAs requirement	MOHLTC requirement					
<ul style="list-style-type: none">▪ <u>MSAA: 3.5.2 b/LSAA: 3.6.2 b</u> Work towards applying the principles of active offer in the provision of services.	<ul style="list-style-type: none">▪ <u>Responsibility: 6 2.1.g</u> Work towards applying the principles associated with the concept of active offer in the provision of health services in accordance with existing FLS capacity.					
Resources available	<p>An online training course on how to provide active offer of French Language Health Services has been developed to help HSPs and employees provide active offer of services in French. This online training course is free of charge for anyone interested. Please click on the following link activeoffertraining.ca to access the active offer training modules.</p>					

E. Connecting French-Speaking Patients to Health Services Available in French

When Francophone clients are understood, and understand their treatment and course of care, the risks of misdiagnosis and multiple related unnecessary costly tests may be avoided. Increasing access to health care services in French will help to enhance the quality and safety of the care provided to Francophone patients and potentially help them to achieve better health care outcomes.

Purpose	<ul style="list-style-type: none"> ▪ To support increased access to health services in French. ▪ To help reduce risks of misdiagnosis, repeated visits and associated costly tests. ▪ To increase probability of treatment being followed as anticipated for successful recovery. ▪ To improve patient experience. 	
Proposed methods of implementation	<ul style="list-style-type: none"> ▪ Match Francophone patients with staff who have been assessed with proficient French-speaking capacity. ▪ Explore and implement alternate solutions to provide services in French when they are not available within the organization: <ul style="list-style-type: none"> - Refer French-speaking patients to partner organizations with services available in French. - Contact the Health System Navigator³ for French-speaking patients where available. - As a last resource, use interpretation services (see section on interpretation services below). 	
Proposed best practices	<ul style="list-style-type: none"> ▪ Promote services available in French to the community (regional Healthline: http://www.thehealthline.ca/; website, pamphlets, etc.). ▪ Keep an updated list of partner organizations that provide health services in French to support referring Francophone patients. ▪ Work towards increasing the number of bilingual staff as positions become vacant (include French as an asset in the job posting, work with local Francophone organizations, collaborate with the LHIN FLS Coordinator, and the French Language Health Planning Entity). 	
Alignment with FLS requirements	SAAs requirement	MOHLTC requirement
	<p>When offering services in French, the organization applies the principles of active offer.</p> <ul style="list-style-type: none"> ▪ <u>MSAA: 3.5.2 b/LSAA: 3.6.2 b</u> Work towards applying the principles of active offer in the provision of services. 	<ul style="list-style-type: none"> ▪ <u>Role: 6.1.c</u> Develop mechanisms to address the needs of its local Francophone community including the provision of information on local health services that are available in French. ▪ <u>Responsibility: 6.2.1.c</u> Develop and implement a plan to address the needs of its local Francophone community including the provision of information on local health services available in French.

³ The French Language Health System Navigator helps patients to navigate the healthcare system, and find health services in French. Available in some LHINs

F. Interpretation Services

Purpose	<ul style="list-style-type: none"> ▪ To be able to communicate with patients in French when bilingual staff are not available, or when there is no HSP with bilingual capacity available to refer to. ▪ To help ensure patients understand their health care plan.
Proposed methods of implementation	<ul style="list-style-type: none"> ▪ Maintain a current list of professional interpreters who can be contacted when needed.
Proposed best practices	<ul style="list-style-type: none"> ▪ Costs of interpretation services are planned and included into the organization's operational budget. ▪ Staff are made aware of interpretation services available.
Resources available	<ul style="list-style-type: none"> ▪ The Association of Translators and Interpreters of Ontario (ATIO) maintains a directory of certified interpreters and other language professionals: 1 800 234-5030/ info@atio.on.ca. ▪ Free app. available for tablets / cell-phones - En. to Fr. only: http://www.accueilfrancophone.com/med-interpret ▪ Access Alliance: http://accessalliance.ca/programs-services/language-services/about-language-services/. ▪ Interpretation Guide for Health Care Professionals – En. to Fr.: http://www.accueilfrancophone.com/images/Doc_Uploads/InterpretationGuide.pdf ▪ Interpretation and You: program available by contacting the HSP respective Planning Entity. ▪ Interpreters available in Thunder Bay and possibility of providing interpretation services using OTN in the North West region: http://www.accueilfrancophone.com/?lang=en

G. Translation Services

Having documents available in French enhances the communication with French-speaking patients. The use of accredited translators helps ensure the accuracy and quality of translated documents.

Purpose	<ul style="list-style-type: none"> ▪ To ensure that: <ul style="list-style-type: none"> - Patients understand the information provided by the HSP and that consent to participate in a proposed plan of care is informed. - The HSP obtains the correct information about the patients.
Proposed methods of implementation	<ul style="list-style-type: none"> ▪ The following key elements may be translated in French: consent and intake forms, fact sheets, discharge instructions, pamphlets, signage, and some sections on the website.
Proposed best practices	<ul style="list-style-type: none"> ▪ Use accredited translators. ▪ Costs of translation services are planned and included in the organization's operational budget.
Resources available	<p>The Association of Translators and Interpreters of Ontario (ATIO) maintains a directory of certified translators and other language professionals: 1 800 234-5030/info@atio.on.ca.</p>

H. Community Engagement

Engagement activities inform both strategic planning and population-specific projects, and should include the Francophone population.

Purpose	<ul style="list-style-type: none"> To ensure that Francophones needs and concerns are included in planning. To address health inequities in planning, service delivery and programs implementation. To better understand the diversity of the Francophone community. To inform the development of strategies to improve access to health services in French. 	
Proposed methods of implementation	<ul style="list-style-type: none"> To include Francophones in community engagement activities. To collaborate, dialogue and partner with other stakeholders, HSPs, Planning Entity, local Public Health Unit. 	
Proposed best practices	<ul style="list-style-type: none"> The Francophone community is included in all relevant engagement activities. Support the inclusion of Francophones on committees such as Patients advisory committees. Bilingual material is available at all engagement activities. 	
Alignment with FLS requirements	SAAs requirement	MOHLTC requirement
	<ul style="list-style-type: none"> <u>M-SAA & L-SAA 6.2.a.</u> The HSP will engage the community of diverse persons and entities in the area where it provides health services when setting priorities for the delivery of health services and when developing plans. <u>H-SAA 8.4.2</u> The Hospital will report annually on its community engagement to the LHIN. 	<ul style="list-style-type: none"> <u>Community Engagement and Planning 6.2.2.a</u> Engage the community of diverse persons including the Francophone community in the area where it provides health services when setting priorities for the delivery of health services.
Resources available	<ul style="list-style-type: none"> Health Nexus: Adding French to your English event: http://en.healthnexus.ca/news/adding-french-your-english-event-new-resource-health-promotion-fls-capacity-building-committee. 	

I. Patient Experience / Patient Satisfaction / Evaluation

Purpose	<ul style="list-style-type: none">Use patient feedback to improve patient experience and satisfaction with regards to services in French.		
Proposed methods of implementation	Below are some examples of questions that may be included in patient satisfaction surveys:		
	Q	<div>En Were you offered services in French?</div> <div>Fr Vous a-t-on offert des services en français?</div>	<i>This question is about whether the mechanisms</i>
	A	<div>En <input type="checkbox"/>Yes <input type="checkbox"/>No</div>	

<p>Fr <input type="checkbox"/> Oui <input type="checkbox"/> Non</p> <p>Q En Have you received services in French? Fr Avez-vous reçu des services en français?</p> <p>A En <input type="checkbox"/> Yes <input type="checkbox"/> No Fr <input type="checkbox"/> Oui <input type="checkbox"/> Non</p> <p>If yes: / Si oui:</p> <p>Q En Were you satisfied with the services in French received? Fr Avez-vous été satisfait des services en français reçus?</p> <p>A En <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A Fr <input type="checkbox"/> Oui <input type="checkbox"/> Non <input type="checkbox"/> N/A</p> <p>If No, please explain. Si non, veuillez expliquer.</p> <p>Satisfaction surveys should be offered in both official languages (English/ French). This will ensure that questions are well understood and answered adequately to optimize the quality and value of the responses by French-speaking respondents.</p>	<p>of active offer work. This question is about whether the provision of services in French works.</p> <p>This question is about the quality of services in French received by the patients.</p>
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J. Reporting

Reporting on French Language Services to the LHIN will inform priorities and support improvement in access to health services in French.

Purpose	<ul style="list-style-type: none"> To provide an overview of the current state of FLS that will allow effective planning for services in French at the regional level. 				
Methods of implementation	<ul style="list-style-type: none"> Completion of the FLS annual reporting to the LHIN. 				
Alignment with FLS requirements	<table border="1"> <thead> <tr> <th>SAAs requirement</th><th>MOHLTC requirement</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <u>M-SAA: 8.1.c/L-SAA: 8.1.e</u> The HSP will be required to provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community. <u>H-SAA: 8.4.1</u> The Hospital will provide a report to the LHIN annually that outlines how the Hospital addresses the needs of its local Francophone community. </td><td> <ul style="list-style-type: none"> <u>Reporting: 6.2.3</u> <ul style="list-style-type: none"> d. Provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community, as outlined in the SAAs. e. Collect and submit FLS data to the LHIN, as requested by the LHIN, in accordance with Section 22 of LHSIA. f. Report on established performance targets and other FLS obligations, and fulfil the reporting requirements, if any, as set out in the SAAs. </td></tr> </tbody> </table>	SAAs requirement	MOHLTC requirement	<ul style="list-style-type: none"> <u>M-SAA: 8.1.c/L-SAA: 8.1.e</u> The HSP will be required to provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community. <u>H-SAA: 8.4.1</u> The Hospital will provide a report to the LHIN annually that outlines how the Hospital addresses the needs of its local Francophone community. 	<ul style="list-style-type: none"> <u>Reporting: 6.2.3</u> <ul style="list-style-type: none"> d. Provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community, as outlined in the SAAs. e. Collect and submit FLS data to the LHIN, as requested by the LHIN, in accordance with Section 22 of LHSIA. f. Report on established performance targets and other FLS obligations, and fulfil the reporting requirements, if any, as set out in the SAAs.
SAAs requirement	MOHLTC requirement				
<ul style="list-style-type: none"> <u>M-SAA: 8.1.c/L-SAA: 8.1.e</u> The HSP will be required to provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community. <u>H-SAA: 8.4.1</u> The Hospital will provide a report to the LHIN annually that outlines how the Hospital addresses the needs of its local Francophone community. 	<ul style="list-style-type: none"> <u>Reporting: 6.2.3</u> <ul style="list-style-type: none"> d. Provide a report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community, as outlined in the SAAs. e. Collect and submit FLS data to the LHIN, as requested by the LHIN, in accordance with Section 22 of LHSIA. f. Report on established performance targets and other FLS obligations, and fulfil the reporting requirements, if any, as set out in the SAAs. 				

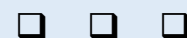
V. Self-Assessment Checklist of the Current State of FLS

To better inform the development of a FLS plan, the HSP may complete the following short [self-assessment](#) designed to assist in determining existing strengths and gaps. According to the results, specific areas of focus may be chosen to start the development and implementation of the FLS plan.



Organization Culture

FLS components are included in the organizational culture

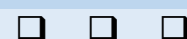


(Ex: the FLS plan is endorsed by the Board and Executive team, information sessions about FLS are in place, etc.)



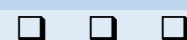
Identification of Francophones

The organization has a mechanism in place to identify Francophones



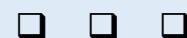
Assessment of French Language Capacity of Staff

A self-assessment form has been completed by staff to determine FLS proficiency



Active Offer of Services in French

Elements of active offer have been implemented

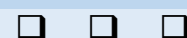


(Ex: bilingual greetings, messages, name tags, signage, forms, etc.)



Connecting French-Speaking Patients to Health Services in French

A mechanism is in place to increase access to health care services in French

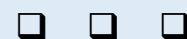


(Ex: match French-speaking clients with French-speaking staff, use of interpretation services, etc.)



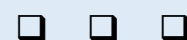
Community Engagement

The organization regularly engages the Francophone community



Patient Experience / Patient Satisfaction / Evaluation

The organization has a mechanism to evaluate French-speaking patient experience /satisfaction



VI. Proposed French Language Service Plan Template

Please refer to your LHIN FLS Coordinator for questions or support regarding the development and implementation of this plan.

WORK BREAKDOWN	PLANNED ACTIONS AND BEST PRACTICE	PERSON IN CHARGE	START DATE	PLANNED END DATE	STATUS	COMMENT
A. Organizational Culture	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
B. Identification of Francophones Patients	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
C. Assessment of French language capacity of staff	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
D. Active Offer	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
E. Connecting French-Speaking Patients to Health services available in French	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
F. Interpretation Services	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
G. Translation Services	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	

WORK BREAKDOWN	PLANNED ACTIONS AND BEST PRACTICE	PERSON IN CHARGE	START DATE	PLANNED END DATE	STATUS	COMMENT
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
H. Community Engagement	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
I. Patient Satisfaction/ Experience / Evaluation	1.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	2.		Click here to enter a date.	Click here to enter a date.	Choose an item.	
	3.		Click here to enter a date.	Click here to enter a date.	Choose an item.	

VII. Conclusion

The focus on equitable health services has helped inform new directives to support the provision of health services in French. The release of the Guide to FLHS from the MOHTLC, and the new wording in the SAAs regarding FLS, support the Ministry's commitment to improving access to health care services in French.

Through an inclusive approach to planning, non-identified HSPs now have the responsibility to develop and implement a FLS plan including active offer of services in French. In order to assist non-identified HSPs in meeting this new directive, the LHINs developed this reference document to support their work.

The goal of this work is to increase access to health services in French, and ultimately improve the health status of the Francophone population. Non-identified HSPs are an important contributor to a health-care system that is patient-centred, efficient, cost effective, integrated, and inclusive of health services in French. Advancing this work could lead to higher quality care, reduce health inequities and an enhanced patient experience.

VIII. Additional Resources and Tools

Active Offer Information

- [Fact Sheet—Active Offer for Employees](#)
- [Fact Sheet—Active Offer for Employers](#)
- For more information on active offer, visit [Réseau du mieux-être francophone du Nord de l'Ontario](#).

Useful bilingual expressions to answer for reception

- [Bilingual Chart to help respond at reception](#)

Tool Box — A bilingual user-friendly kit to help communicate in French with the public

- [Click here to view the Toolbox](#)

Tips for writing in French (French accents, name of streets/addresses, dates, times)

- [Click here to view Tips for Writing in French](#)

Find services in French

- <http://www.thehealthline.ca/>

For more information on FLS, please consult regional websites below:

LHIN	FLS Information	French-Language Health Planning Entity	LHIN	FLS information	French-Language Health Planning Entity
Erie St. Clair	For HSPs	Entity Érié St Clair - Sud-Ouest	Central East	Community Engagement	Entity 4
South West	Community Engagement		North Simcoe Muskoka	FLS Goals & Achievements	
Waterloo Wellington	Community Engagement	Entity 2		Diverse Populations	
Hamilton Niagara Haldimand Brant	Health Service Providers		South East	FLS Priorities	Réseau des Services de Santé en Français de l'Est de l'Ontario
Central West	FLS Priorities	Reflet Salvéo	For HSPs		
	For HSPs		Champlain	FLS Goals & Achievements	Réseau du Mieux-Être Francophone du Nord de l'Ontario
Mississauga Halton	Community Engagement		North East	FLS Priorities	
Toronto Central	For HSPs		For HSPs		
Central	Community Engagement	Entity 4	North West	For HSPs	

For more information, please contact your local FLS Coordinator.

IX. Self-assessment form – French Language Verbal Skills

Based on the definitions provided, please indicate your linguistic abilities. Check one box. Thank you.
This self-assessment is for internal use only.

Name:	<input type="text"/>	Date:	<input type="text"/>
Position:	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>
Department:	<input type="text"/>	Profession:	<input type="text"/>

LEVEL <i>(check one)</i>	DESCRIPTION
<input type="checkbox"/> No Proficiency	At this level, the individual possesses no ability to work or communicate in French.
<input type="checkbox"/> Elementary	At this level, the individual has no real autonomy of expression. The ability to speak is limited to some memorized material on familiar topics related to work. The individual is able to verbalize isolated words, expressions of two or three words, and express simple, unconnected sentences. The range of vocabulary is limited and the delivery is slow and awkward. The individual can handle greetings, leave taking, and other expressions of courtesy. The limited vocabulary, the frequent errors, and slow delivery severely inhibit communication.
<input type="checkbox"/> Intermediate	At this level, the individual possesses some ability to work in French. The individual shows some spontaneity in language production but the fluency is very uneven resulting in halting speech. The individual is able to participate in simple conversations on a one-to-one basis. The vocabulary is limited to that used in simple, non-technical, daily conversational usage. The individual can make and answer requests for information or directions, give simple instructions and discuss simple needs. When addressing this person the speaker may have to slow down and repeat if he/she wishes to be understood.
<input type="checkbox"/> Advanced Minus	At this level, the individual has the ability to handle a variety of communication tasks. The individual is able to describe and explain in all timeframes in most informal and some formal situations across a variety of familiar topics. The vocabulary often lacks specificity. Nevertheless, the individual is able to use rephrasing and paraphrasing. Although grammatical, lexical and pronunciation errors are evident, the individual can speak with enough accuracy to be understood.
<input type="checkbox"/> Advanced	At this level, the individual has the ability to participate in conversations and satisfy many work requirements. The individual can discuss work-related matters with some ease and facility, expressing opinions and offering views. The individual is able to take part in a variety of verbal exchanges and to participate in meetings and discussion groups. However, the individual still needs help with handling complicated issues or situations. The individual is generally good in either grammar or vocabulary but not in both.
<input type="checkbox"/> Advanced Plus	At this level, the individual is able to give oral presentations in both formal and informal settings. The individual is able to present a fairly detailed outline of his/her line of reasoning on general or work-related topics in formal and informal settings, in meetings and in discussion groups. Some mastery of idioms and of specific vocabulary appropriate to a variety of contexts is evident. Grammar is generally appropriate. Deficiencies in vocabulary are compensated for by synonyms and paraphrases. Problems may be encountered when discussing more specialized topics, but the individual at this level has very little difficulty in making himself / herself understood.
<input type="checkbox"/> Superior	At this level, the individual has the ability to speak the language with sufficient structural accuracy, fluency and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics. The individual is able to use idioms and specific vocabulary relevant to a variety of contexts and to give verbal presentations in both formal and informal settings.

X. Acronyms

ATIO	The Association of Translators and Interpreters of Ontario
En.	English
FLS	French Language Services
FLHS	French Language Health Services
Fr.	French
HR	Human Resources
HSAA	Hospital Service Accountability Agreement
HSP	Health Service Provider
LHIN	Local Health Integration Network
LSAA	Long-Term Care Home Service Accountability Agreement
MOHLTC	Ministry of Health and Long-Term Care
MSAA	Multi-sector Service Accountability Agreement
SAA	Service Accountability Agreement

