



Identification of **Language of Service** for Clients of Healthcare Providers

The Linguistic Variable

Important: The **language of service** must be identified at admission and follow the client for the duration of their care.

The following two questions are recommended for **collecting data on linguistic identity** for the purposes of **planning** and **delivering care**:

1 What is your mother tongue?

English | French | Other

2 If your mother tongue is neither French nor English, in which of Canada's official languages are you most comfortable?

English | French

Why ask **Mother Tongue** instead of **Preferred Language**?

At **vulnerable** times, such as when dealing with a **health problem**, **Francophones** often do not request service in French for **fear** that their **language preference** will have a negative impact on the quality of service they receive, the accessibility to services and wait times.

Language preference can **change** from one context to another without **having an opportunity** to mention it to staff. **Mother tongue** does not change.

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