

CHEAT SHEET:

French Language Services

FOR MANAGERS



LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO

What is Active Offer of French Language Services?

Active offer of French language services is the action of proactively offering quality services which are:

- ❖ Available at all times;
- ❖ Clearly communicated;
- ❖ Visible;
- ❖ Easily accessible;
- ❖ Equivalent to the quality of services offered in English.

See [Poster - Active Offer of French Language Health Services](#).

It's always important to actively offer health services in French, regardless of the individual's:

- ❖ Accent;
- ❖ Name that may be associated to a specific language;
- ❖ Appears to speak English;
- ❖ Is accompanied by an English-speaking person, for example a parent or a caregiver;
- ❖ Asks for English written materials.

Why is it important to actively offer health services in French?

Active Offer is person-centered care and improves:

- ❖ Quality and safety of care;
- ❖ Relationships with clients;
- ❖ Diagnosis and medical follow-ups;
- ❖ Client's confidence.





How can I support staff and volunteers in the active offer of French language health services?

- ❖ Identify bilingual staff and the Francophone clientele.
- ❖ Offer training to all employees on the importance of the active offer of French services and reassure them that their jobs are not at risk (e.g. activeoffertraining.ca).
- ❖ Provide resources so that the Francophone clientele will be referred to French language services (e.g. [Cheat Sheet: French Language Services](#)).
- ❖ Use the Ministry of Health funded translation service to standardize all documents and signage in English and French in all departments.
- ❖ Communicate simultaneously in English and French with your clientele, the general public and volunteers (e.g. [on the telephone](#), at reception, at admission, in writing).
- ❖ Ensure a visual identity of French services to indicate the availability of French language services (e.g. [signage](#), [pins](#), [name tags](#), etc.).
- ❖ Provide language resources (e.g. [evaluation of their French language skills](#), [tools to support the translation and correction of documents](#), [Workshop - Interpretation and You](#)).
- ❖ Encourage French as a second language training to maintain or upgrade their level of French proficiency (e.g. [French language training reimbursement program](#)).
- ❖ Provide staff orientation on French language services which includes the reading of policies and procedures in regards to French language services.

How to identify a French-speaking client?

The following two questions are recommended at the time of admission and throughout the continuum of care:

- ❖ **What is your mother tongue?**
(French, English or Other)
- ❖ **If your mother tongue is neither French nor English, in which of Canada's official languages are you most comfortable?** (French or English)

See [Fact Sheet – Identification of Language of Service](#).



How can I develop an organizational culture conducive to offering services in French?

- ❖ Favour the use of both languages at work.
- ❖ Open your governance to the Francophone community.
- ❖ Integrate French language services statement in administrative bylaws and in strategic planning
- ❖ Develop French language services policies and procedures.
- ❖ Publicize your commitment towards French services.
- ❖ Set up a French services committee whose purpose is to establish and maintain effective French language services and to ensure its continued availability, permanence and quality.
- ❖ Continuously assess and improve your capacity to provide quality health services in French by utilizing your annual French language services report.
- ❖ Be attentive to your Francophone clientele in order to adapt your services and programs to ensure they are person-centered and improve their experience.
- ❖ Invite the Francophone community of your region to your consultations and committees.
- ❖ Share a mechanism to evaluate the quality French language services offered and to manage complaints concerning French language services (e.g. experience survey).
- ❖ Incorporate measures to ensure staffing of bilingual human resources, such as a recruitment and hiring strategy of bilingual staff and Francophone representation within the senior management team.
- ❖ Invite your French Language Health Planning Entity or your French Language Health Network to your committees.

To ensure sustainable improvement of the active offer of French language health services, Francophone communities count on your accountability and your leadership.

What can I do to learn more?

- ❖ Follow the activeoffertraining.ca.
- ❖ Consult the Tools and Resources section on the Website of the *Réseau du mieux-être francophone du Nord de l'Ontario* - rmefno.ca.



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