

CHEAT SHEET:

French Language Services

IF YOU **DON'T SPEAK FRENCH**



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](#).

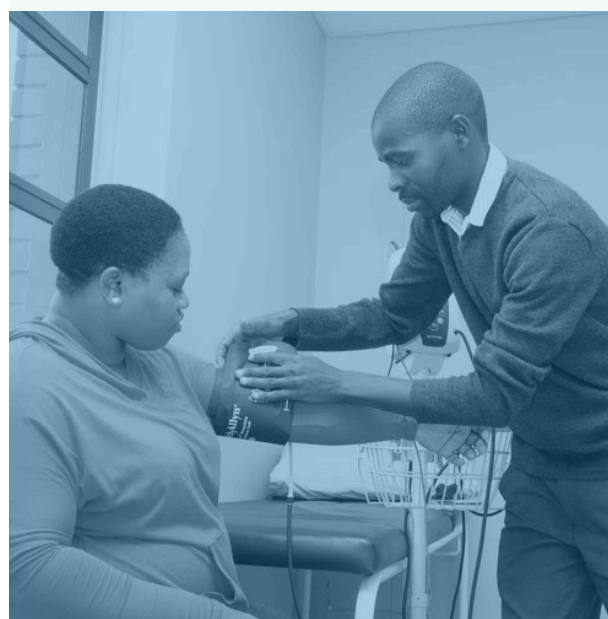
It's always important to actively offer health services in French, regardless of the individual's:

- ❖ 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 assist my Francophone clients?

- ❖ Say a few words or sentences in French; it can make a big difference for the francophone client (see page 3 - *Some examples of sentences to remember in French*).
- ❖ You may point to a French sign or document that describes how they will be assisted.
- ❖ Holding up your index finger is a well-recognized sign for “one moment please”.
- ❖ Reach out to your French-speaking colleagues for assistance.
- ❖ Ensure the availability of documentation in French.
- ❖ Ensure a continuum of services in French by referring clients to French-speaking professionals.

How can I ensure proper understanding between my client and myself?

Many Francophones may be embarrassed to say that they are not comfortable in English. Here are some tips to ensure good communication:

- ❖ Make eye contact, and take the time to pronounce the words well;
- ❖ Read the client's body language (anxious, confused, overwhelmed, etc.);
- ❖ Adjust your vocabulary for your client, and use familiar language or define certain words as needed;
- ❖ Repeat the key messages;
- ❖ If the person seems to only use simple words (for example: yes...), it may be a sign that they did not understand;
- ❖ Debrief with the individual, such as asking them to repeat to ensure they understood.
- ❖ Take your time and make sure the individual has no further questions.

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](#).



Examples of sentences to remember in French

English	French	French Pronunciation
<i>Hi, how are you?</i>	Bonjour, comment allez-vous?	Bohn-jur, kohm-mohn ahl-leh-voo.
<i>Hi, my name is...</i>	Bonjour, je m'appelle...	Bohn-jur, jeh mah-pehll...
<i>Thank you.</i>	Merci.	Mer-see.
<i>You're welcome.</i>	De rien.	Deh-ree-en.
<i>One moment please.</i>	Un moment, s'il vous plait.	Uhn mo-mohn, sil voo pleh.
<i>I don't speak French, but please wait a moment while I go and get someone who can speak French.</i>	Je ne parle pas français, mais attendez un moment, je vais aller chercher quelqu'un qui parle français.	Jeh neh par-leh pah frohn-seh, meh a-tohn-dey uhn mo-mohn, jeh veh ah-lay share-shey kehl-kohn kee parh-leh frohn-seh
<i>Could please repeat that?</i>	Pouvez-vous répéter, s'il vous plait?	Poo-vey voo rey-pey-tey, sil voo pleh.
<i>Wait here and someone will call your name.</i>	Attendez ici et on va vous appeler.	A-tohn-dey ee-see ey ohn vah voo zah-pehll-ey.
<i>You can sit / lay down here.</i>	Vous pouvez vous asseoir / coucher ici.	Voo poo-vey voo zass-war / koo-shey ee-see.
<i>Are you comfortable?</i>	Êtes-vous confortable?	Het voo kohn-for-tah-bleh.
<i>What is your doctor's name?</i>	Quel est le nom de votre médecin?	Kehll eh leh nohm deh vo-treh meh-deh-sahn.
<i>I am referring you to...</i>	Je vais vous référer à...	Jeh veh voo reh-fey-rey ah...
<i>You will have a follow-up appointment with Dr. ____ on ____ [date].</i>	Vous avez un rendez-vous avec le Dr ____ pour un suivi le ____ [date].	Voo zah-vey uhn rahn-dey-voo ah-vehk leh doc-tur ____ poor uhn swee-vey leh ____ [date].
<i>Have a good day.</i>	Bonne journée.	Bun jur-ney.
<i>Good idea.</i>	Bonne idée.	Bun ny-day.

For more examples, consult the [Interpretation Guide for Health Care Professionals](#), developed by *L'Accueil francophone de Thunder Bay*.



Behaviors to AVOID when offering services to Francophones:

- ❖ Don't expect Francophone clients to ask for services in French.
- ❖ Don't assume that all Francophones speak English.
- ❖ Don't speak louder and slower in English to a Francophone.
- ❖ Don't expect the client to be able to get by in English to accommodate you.
- ❖ Don't expect the caregiver to act as an interpreter due to potential risks.
- ❖ Don't exclude the French-speaking client from the conversation when there is an interpreter.



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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