Organization name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ontario Health Team Name(s):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Organization status for French-language services:**

* Designated
* Partially designated
* Identified
* Non-Identified
* Other

|  |  |  |
| --- | --- | --- |
| Creation date: | Approved by: | Approval date: |
| Name(s) of person(s) responsible for the plan: | Revision dates: | |

| **Winning Strategies** | **Best Practices** | | **Tools** | **Action(s) to be taken** | **Key indicators** | | **Timeline (Q1, Q2, Q3, Q4)** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Identify one or more champions  resource person(s) | * ☐ | Identify a person in a leadership position responsible for implementing organizational practices that foster a culture sensitive to the needs of Francophones and that improve the active offer of services in French (e.g. winning strategies). |  |  |  | Number of champions or resource persons: |  |
| Names of champions or resource persons |
| 2. Train staff in the active offer of French language health services | * ☐ | All staff, including board members, complete the Réseau du mieux-être francophone du Nord de l’Ontario’s online [activeoffertraining.ca](http://activeoffertraining.ca). | * [Active offer training poster](https://reseaudumieuxetre.ca/wp-content/uploads/2023/10/One-pager-FOA-structure.pdf) * [Group registration information](https://reseaudumieuxetre.ca/wp-content/uploads/2023/10/One-pager-FOA-structure-1.pdf) |  |  | Percentage of employees who have completed active offer training: |  |
|
|
| * ☐ | Integrate the [activeoffertraining.ca](http://activeoffertraining.ca) training program into the orientation period for new employees and board members. |
| 3. Identify staff with French language skills | * ☐ | All staff members complete an assessment of their French language skills. | * [Designated and identified providers: information on formal and informal assessments](https://reseaudumieuxetre.ca/en/outils-et-ressources/accredited-french-language-assessment-services/) * [Other providers: French language skills self-assessment form](https://reseaudumieuxetre.ca/en/outils-et-ressources/french-language-oral-and-witten-proficiency-self-assessment/) |  |  | Percentage of staff with French language skills: |  |
| * ☐ | Create and maintain a directory of staff with French language skills. | * Identified and designated providers with access to the French Language Health Services Database (FLHSD) can use their already-completed HR plan in the FLHSD. * For non-identified providers or providers without access to the FLHSD: Please use the following template for the [HR Plan](https://reseaudumieuxetre.ca/wp-content/uploads/2024/11/HR-Plan-2.xlsx). |
| * ☐ | All staff members with French language skills wear a “Je parle français” identification badge in their workplace. | * [Examples of identification for French-speaking employees](https://reseaudumieuxetre.ca/en/outils-et-ressources/je-parle-francais-items/) * [Examples of identification for residents of long-term care homes](https://reseaudumieuxetre.ca/wp-content/uploads/2023/01/LTC-Toolkit-EN-1.pdf) |
|  | All staff members with French language skills have a bilingual electronic signature. | Please consult the Réseau team for examples and best practices. |
| 4. Identify Francophone clients | * ☐ | Greet clients in both official languages at all times: “Hello, Bonjour!”. | Please consult the Réseau team for examples of best practices.   * [Welcome/Bienvenue poster](https://reseaudumieuxetre.ca/wp-content/uploads/2021/04/Affiche_Bienvenue_FR-ENG-1.pdf) * [A phonetic guide to greeting clients when you don't speak French](https://reseaudumieuxetre.ca/wp-content/uploads/2021/07/EN-FLS-Cheatsheet-if-you-dont-speak-French-1.pdf) |  |  | Percentage of clients/patients whose mother tongue is French: |  |
| * ☐ | From the very first contact, verbally or through a form, gather information on the client's mother tongue and the language in which they are most comfortable receiving services.. | * [Linguistic variable questions](https://reseaudumieuxetre.ca/en/outils-et-ressources/fact-sheet-identification-of-language-of-service-for-clients-of-healthcare-providers/) |
|  | Add to the clients' file, information about their mother tongue and language in which they are most comfortable receiving services. | Please consult the Réseau team for examples of best practices. |  | Percentage of clients/patients who are more comfortable receiving their services in French: |  |
|  | Before making contact with clients, staff members make sure they know the language in which they are most comfortable receiving service. | * [Examples of identification for residents of long-term care homes](https://reseaudumieuxetre.ca/wp-content/uploads/2023/01/LTC-Toolkit-EN-1.pdf) |
| 5a. Match French-speaking clients with staff with French language skills |  | Match French-speaking clients with appropriate staff members who have a sufficient level of French language skills (“Advanced-Minus” or higher). | Please consult the Réseau team for examples of best practices.  \*To determine how the percentage of clients served in French will be collected. A discussion needs to take place with health service providers and OHTs on how best to collect information on the % of clients/patients served in French. |  |  | Percentage of clients/patients served in French: |  |
|  | Ensure that a sufficient number of professionals with French language skills are available on each shift. | Please consult the Réseau team for examples of best practices. |
| 5b. Refer French-speaking clients to another supplier offering the same services in French |  | Develop a formal process to ensure the same quality of service and similar waiting times for French-speaking clients referred to another provider. | * [One pager on how to refer clients](https://drive.google.com/file/d/18evtQId5SeCu-toPkowAcjw2OmCe_rCa/view?usp=sharing) |  |  | Percentage of French-speaking clients/patients referred to a partner for services in French: |  |
| 5c. Use an interpreting service |  | Develop a process allowing clients to access interpretation services. | * [Accueil francophone de Thunder Bay interpretation services in Northwestern Ontario and Algoma](https://reseaudumieuxetre.ca/en/outils-et-ressources/interpretation-services-north-west-and-algoma/) * [Med Interpret](https://www.accueilfrancophone.com/med-interpret) * [Interpretation guide for healthcare professionals](http://www.accueilfrancophone.com/images/Doc_Uploads/InterpretationGuide.pdf) * [Association of Translators and Interpreters of Ontario directory to find a translator, interpreter or terminologist](https://atio.on.ca/directory/) * [Information on the Interpretation and You workshop](https://reseaudumieuxetre.ca/en/outils-et-ressources/workshop-interpretation-and-you/) * [VOYCE medical interpreting service](https://web.voyceglobal.com/?gad_source=1&gbraid=0AAAAApZbopQJ7LaSq2vyJiX5lYltgE-BF&gclid=Cj0KCQjwxsm3BhDrARIsAMtVz6PIGzjbVFEtdRYbVSuDrp8pJa2_ZF-mJqCE8zyfINU8UPWGWIpvnu0aAiLdEALw_wcB) * [Interpretation services available across Canada (websites in English only) in a section of the *Virtual Resource Kit for Improving Health Services to Francophone Immigrants in Ontario*](https://reseaudumieuxetre.ca/wp-content/uploads/2023/12/EN-Trousse-SIF.pdf) |  |  | Percentage of French-speaking clients/patients who received interpretation services: |  |
| 6. Measuring results | ☐ | Add a question regarding satisfaction with services received in French to the client satisfaction survey. | * [Francophone experience survey template to measure satisfaction with services received in French](https://reseaudumieuxetre.ca/en/outils-et-ressources/experience-surveys-for-patients-and-resident/) * [Questions de RISE sur les services en français à inclure dans les sondages de satisfaction pour mesurer la satisfaction](https://entite4.ca/wp-content/uploads/Better-patient-care-and-experience-FREN.pdf) |  |  | Percentage of French-speaking clients/patients satisfied with services received in French: |  |
| * ☐ | Collect and measure data on key indicators of winning strategies |  |
| * ☐ | Share key indicators of winning strategies with your Ontario Health Team on an annual basis. | To be determined, in conjunction with the OHT. |
| * ☐ | Share key indicators of winning strategies with your staff and Board of Directors on an annual basis. | Please consult the Réseau team for examples of best practices. |