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Online Training on Active Offer of
French Language Health Services

Hello Bonjour : An online training on the implementation of the active offer of French language health services

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March 9, 2022



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



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Online Training on Active Offer of French Language Health Services

What is your knowledge of the active offer of French language services?

- ❖ I am very knowledgeable about active offer. I completed the online training offered by the Réseau.
- ❖ I am very knowledgeable.
- ❖ I know a little.
- ❖ I do not know what is an active offer.



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The Active Offer of French Language Health Services



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Language is...

essential to the improvement of
health outcomes and the self-
management of one's own
health;

related to the ability to care, help,
advise, guide, educate and
provide quality health care.





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Understanding the Reality of Francophones



**Although some Francophones
may be bilingual...**

- ❖ in crisis situations, when ill, and as they get older, they often revert to using their mother tongue;
- ❖ they need to receive services in their mother tongue when discussing their health.



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Vulnerable Groups

Some groups are more vulnerable if they do not receive health services in their language:



Children

Seniors

Newcomers and immigrants

Individuals in crisis

People at the end of life



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Positive Impacts of French Language Health Services for Francophone Clients

- ❖ Ability to express needs and to explain symptoms
- ❖ Better understanding of the treatment plan and adherence to it
- ❖ Improvement of the client experience
- ❖ Better health management



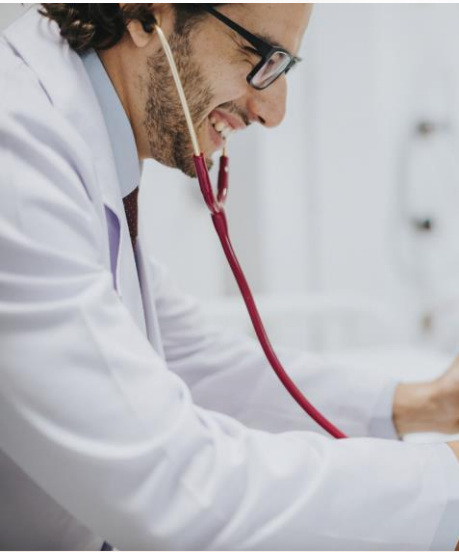


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Positive Impacts of French Language Health Services for Health Care Staff

- ❖ Improved accuracy of the health assessment
- ❖ Better interpersonal interaction during the treatment
- ❖ Effective communication with the client
- ❖ Improvement of experience for staff





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Positive Impacts of French Language Health Services for Providers and the Health Care System



- ❖ Increased quality and safety of care
- ❖ Person-centered approach
- ❖ Reduced problems related to service delivery and better risk management
- ❖ Reduced costs



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In our organization, French language services are a priority.

- ❖ Never
- ❖ Rarely
- ❖ Often
- ❖ Always



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What Is Active Offer?

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



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Key Elements of an Active Offer

Recognition of
the linguistic and
cultural needs of
the patient

Accountability of
health care
providers and staff

Access to quality
French language
services



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Information on the Training



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General Information on the Training

- ❖ Available in **English** and **French**
- ❖ **Free**
- ❖ **5-hour** - Modules 1-6
- ❖ **3-hour** - Modules 1-3 (Ontario and National only)
- ❖ Geared towards individuals **working** or **studying** in **health care or other related field**
- ❖ Registration for **individuals** or **organizations**

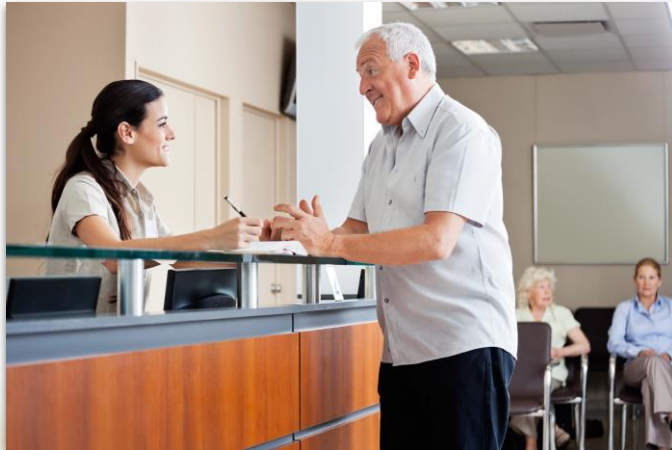
**Possibility to Obtain Continuing
Education Credits**



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Training Goals



- ❖ Discuss the importance of the active offer of French language health services with individuals who work or study in health care or other related field
- ❖ Promote the important role individuals can play in ensuring ongoing improvement of the active offer of French language health services
- ❖ Promote safe and quality person-centered care



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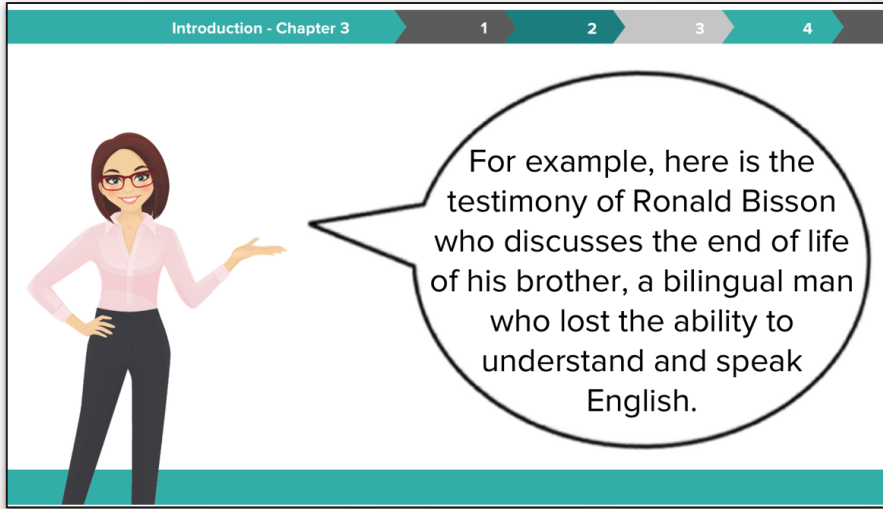
Information on the Modules



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Training Modules



1. Excellence in Person-Centered Care
2. Equity and Safety
3. Cultural Competency
4. Recruitment and Retention of Bilingual Human Resources
5. Work Environment and Organizational Culture
6. Community Engagement for Health Equity



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Module 1 : Overview

Excellence in Person-Centered Care

- ❖ General Features of Active Offer
- ❖ Best Practices of Direct Service to Clients
- ❖ Best Practices of Visual Identity and Communication
- ❖ Testimonial by Dr. Crystal Boulianne





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Module 2 : Overview Equity and Safety

- ❖ Equity and Safety with Respect to the active offer of French Language Health Services



What is health equity?



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Module 3 : Overview Cultural Competency



- ❖ Definition of Concepts
- ❖ Cultural Competencies
- ❖ Importance of Cultural Competencies for Francophones Living in a Minority Context
- ❖ Case study - The Case of Richard



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This module presents an overview of the content of the HHR Strategy. You will find all of the content, resources and tools at www.hhrstrategy.ca.



Module 4 : Overview Recruitment and Retention of Bilingual Human Resources





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Module 5 : Overview

Work Environment and Organizational Culture

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



- ❖ Providing Leadership
- ❖ Developing a Bilingual Organizational Culture
- ❖ Planning and Implementing French Language Health Services



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Module 6 : Overview

Community Engagement for Health Equity

- ❖ What is Community Engagement for Health Equity and What is its Purpose
- ❖ How to Plan Community Engagement for Health Equity



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Platform Navigation



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The Active Offer of French Language Health Services:
Why It Matters and How to Put It Into Practice

[Dashboard](#)

[About](#)

[Testimonials](#)

[FAQ](#)

[Contact](#)

[FR](#) | [EN](#)

About

Welcome to this online training on the active offer of French language health care services. This training was developed by the Réseau du mieux-être francophone du Nord de l'Ontario (Réseau).



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Online Training on Active Offer of French Language Health Services

The dashboard shows the user information, the enrolled courses and the progress.

Sylvie Sylvestre

3

Trainings

2

Completed

2

Certificates

Discussion Forum

[Ask a question](#)

Resume

[Click here to resume your recent progress](#)

Your Trainings



Expand All



Culturally Appropriate Care for Francophones in Long-term Care Homes



THE ACTIVE OFFER OF FRENCH LANGUAGE HEALTH

SERVICES: Why It Matters and How to Put It Into Practice-



COMPLETE




CN-EN




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Online Training on Active Offer of French Language Health Services



100% COMPLETE 378/378 Steps

Next Module >

 THE ACTIVE OFFER OF FRENCH LANGUAGE HEALTH SERVICES: Why It Matters and How to Put It Into Practice-ON-EN

✓ Introduction-ON-EN

52 Pages

☐ Active Offer Behaviours Questionnaire-ON-EN

✓ Introduction - Page 1-ON-EN

✓ Introduction - Chapter 1 - Page 1-ON-EN

✓ Introduction - Chapter 1 - Page 2-ON-EN

✓ Introduction - Chapter 1 - Page 3-ON-EN

✓ Introduction - Chapter 1 - Page 4-ON-EN

✓ Introduction - Chapter 2 - Page 1-ON-EN

✓ Introduction - Chapter 2 - Page 2-ON-EN

✓ Introduction - Chapter 2 - Page 3-ON-EN

✓ Introduction - Chapter 2 - Page 4-ON-EN

✓ Introduction - Chapter 2 - Page 5-ON-EN

✓ Introduction - Chapter 2 - Page 7-ON-EN

✓ Introduction - Chapter 2 - Page 8-ON-EN

✓ Introduction - Chapter 2 - Page 9-ON-EN


✓ Introduction - Chapter 2 - Page 10-ON-EN

✓ Introduction - Chapter 2 - Page 11-ON-EN

✓ Introduction - Chapter 2 - Page 12-ON-EN

✓ Introduction - Chapter 2 - Page 13-ON-EN

To start the module, click on the first page in the list below.

 Module Content

84% COMPLETE | 44/52 Steps

☐ Active Offer Behaviours Questionnaire-ON-EN

✓ Introduction - Page 1-ON-EN

✓ Introduction - Chapter 1 - Page 1-ON-EN

✓ Introduction - Chapter 1 - Page 2-ON-EN

✓ Introduction - Chapter 1 - Page 3-ON-EN

✓ Introduction - Chapter 1 - Page 4-ON-EN


✓ Introduction - Chapter 2 - Page 1-ON-EN




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Module 1 - Chapter 4 2 3 4 5 6

 Dr. Crystal Boulianne on the Importance of Primary and Specialized Care in French, RMEFNO.



Source: Dr. Crystal Boulianne on the Importance of Primary and Specialized Care in French, RMEFNO.

[< Previous Page](#) [Back to Module](#) [Next Page >](#)



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Module 1 – Chapter 4 – Formative Evaluation

Question 1 of 4

1. Question

What are the consequences of consulting a physician when there is a language barrier?

- ☐ Misunderstanding of the diagnosis
- ☐ Incomprehension of the treatment plan
- ☐ Stress for the person consulting the physician
- ☒ All of these answers





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Coming Up in 2022



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Online Training on Active Offer of
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Coming Up in 2022 in Ontario

Active Offer Training

Modules 1-3 | 3 hours

Complementary Modules

Module 4

45 minutes

Module 5

45 minutes

Module 6

45 minutes

Long-Term Care Module

45 minutes

Mental Health and Addictions Module

Max 1 hour

Primary Care Module

Max 1 hour

Francophone Immigrants Module

Max 45 minutes

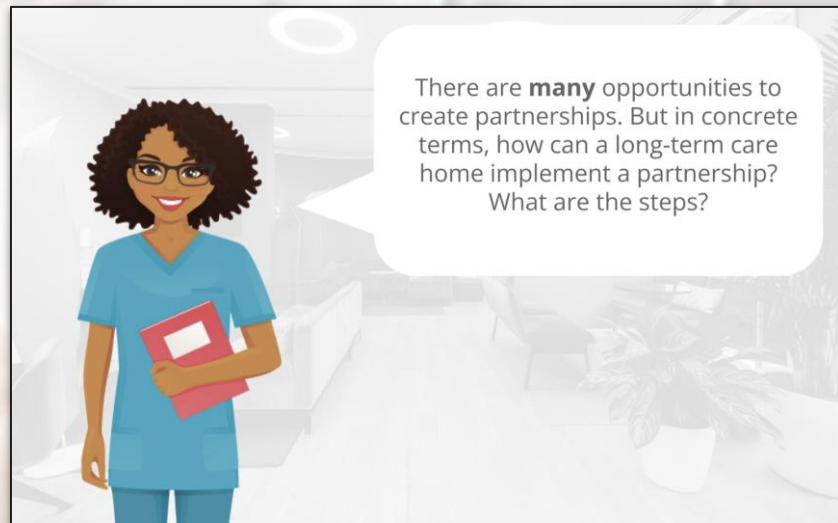


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Overview of the Module : Culturally Appropriate Care for Francophones in Long-term Care Homes

- ❖ Importance of Culturally Appropriate Care for Francophones
- ❖ Importance of Active Offer of French Language Services
- ❖ Culturally Appropriate Activities for Francophones
- ❖ Partnerships with the Francophone Community





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Roles in the Active Offer of French Language Health Services



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As a Francophone Client... What is My Role in the Promotion of Active Offer?

- ❖ Identify as a Francophone upon registration
- ❖ Actively use French language health services offered
- ❖ Fill out client satisfaction or Francophone experience surveys
- ❖ Participate in the health service planning and governance of organizations





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What actions do you take to assist your Francophone clients?

- ❖ I say a few words or sentences in French.
- ❖ I reach out to my French-speaking colleagues for assistance.
- ❖ I ask people in which language, English or French, they are most comfortable speaking.
- ❖ I refer clients to organizations with French-speaking staff.



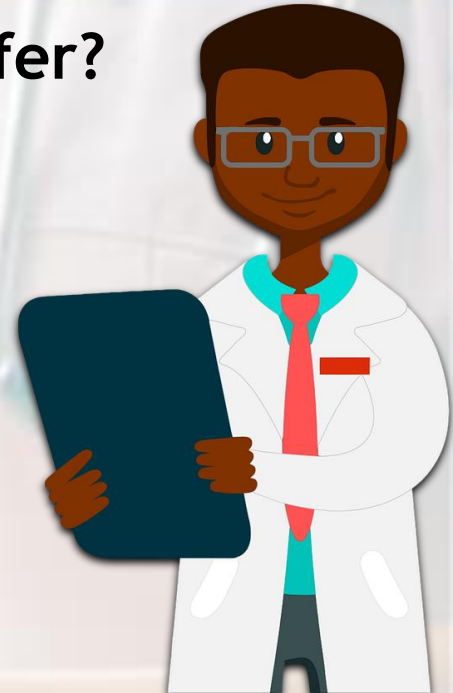
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As a Health Care Staff...

What is My Role in the Promotion of Active Offer?

- ❖ Greet clients with a bilingual salutation : *Hello, Bonjour* or *Hospital xxx, Bonjour* and continue the conversation in the client's language
- ❖ Identify yourself as a French speaker (pins, signage, etc.)
- ❖ Understand the needs of Francophones
- ❖ Redirect Francophones clients to French-speaking staff





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In my organization, there is a written policy on the active offer of French language services or on both of Canada's official languages.

- ❖ Yes
- ❖ No
- ❖ I do not know



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As a Health Service Provider...

What is My Role in the Promotion of Active Offer?

- ❖ Have a mechanism in place to determine the linguistic identity of the clients
- ❖ Include the Francophone community at the governance level
- ❖ Develop a policy on active offer
- ❖ Engage the Francophone community
- ❖ Integrate French language services in strategic planning





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As a Health Service Provider... What is My Role in the Promotion of Active Offer?

- ❖ Plan, coordinate and assess French language services
- ❖ Recruit and retain bilingual staff
- ❖ Create an internal culture that promotes active offer
- ❖ Increase awareness of the importance of French language health services with its employees
- ❖ Provide training to the employees on the legal requirements regarding French language services
- ❖ Empower the employees in the implementation of active offer





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Online Training on Active Offer of French Language Health Services

If you have not already completed the Active Offer online training, are you now interested in taking the training?

- ❖ Yes, for sure
- ❖ Maybe
- ❖ No
- ❖ I have already completed the training



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For More Information on the Training or to Register Your Organization

activeoffertraining@rmefno.ca
activeoffertraining.ca



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FRANCOPHONE
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The views expressed in this training course are not necessarily those of Health Canada.



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Thank you

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