

The Official Languages Recognition Program (OLRP): An added value for your organization.

IN COLLABORATION WITH

eQUITY Link
Advancing Health Equity and Accessibility in French

WITH SUPPORT FROM



Health
Canada

Santé
Canada



Société Santé
en français



ACCREDITATION
AGRÈMENT
CANADA



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A snapshot of HSO and Accreditation Canada



Health Standards Organization (HSO) develops evidence-based, internationally recognized health and social service standards, providing a consistent set of criteria and guidelines for quality and safety.



**ACCREDITATION
AGRÉMENT**
CANADA

Accreditation Canada delivers accreditation, certification and other assessment programs, powered by internationally recognized standards and customized to local needs.





eQUITY Link

[eQUITY Link](#) is an online resource site designed to promote equitable access to health and social services in French.

eQUITY Link integrates the criteria of the CAN/HSO 11012:2018 standard by offering a range of resources to support organizations in developing their capacities and complying with the requirements of Accreditation Canada's Official Languages Recognition Program (OLRP).

Together, eQUITY Link and the OLRP provide concrete strategies and tools to increase access as well as tangible measures to monitor the progress of health services in French over time.



Unmet Needs



**Language Barriers
[Risks]**



**Vulnerable Populations;
Language of Choice
[Access]**



**Exacerbated by COVID-
19 & Health Human
Resources Challenges**





The importance of linguistic duality in Canada

- Linguistic duality has become a part of our national identity, and is a source of economic, social and political benefits for Canadians.
- Adapting to multiple official languages in Canada plays a role in the improvement of inclusion, diversity, equity, and accessibility.
- Supporting Canada's linguistic duality through systemic initiatives and tools with measurable outputs helps create new opportunities for linguistic accessibility as a whole (which includes provinces with more than two official languages and other types of linguistic accessibility).



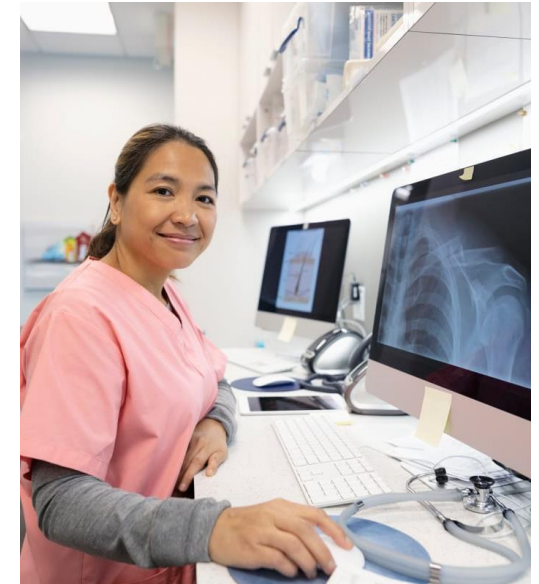
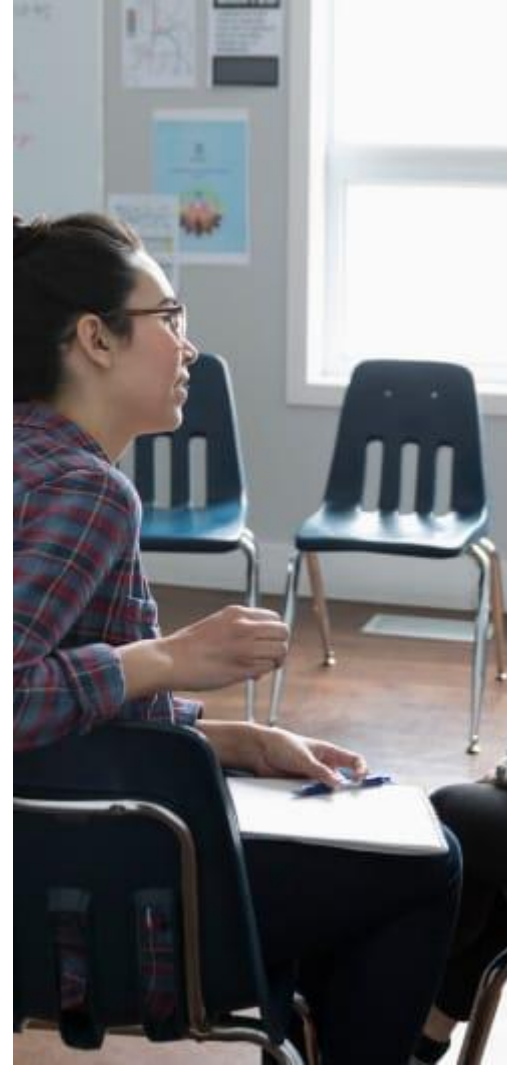


The Potential Solution

What would it look like?

A systemic tool available on a national scale to support health and social service organizations in the continuous improvement of their official-language accessibility, regardless of their current standing in their journey.

In order to efficiently promote active offer, the tool must be accessible, clear, and manageable in a unilingual environment with a reduced capacity or workforce.





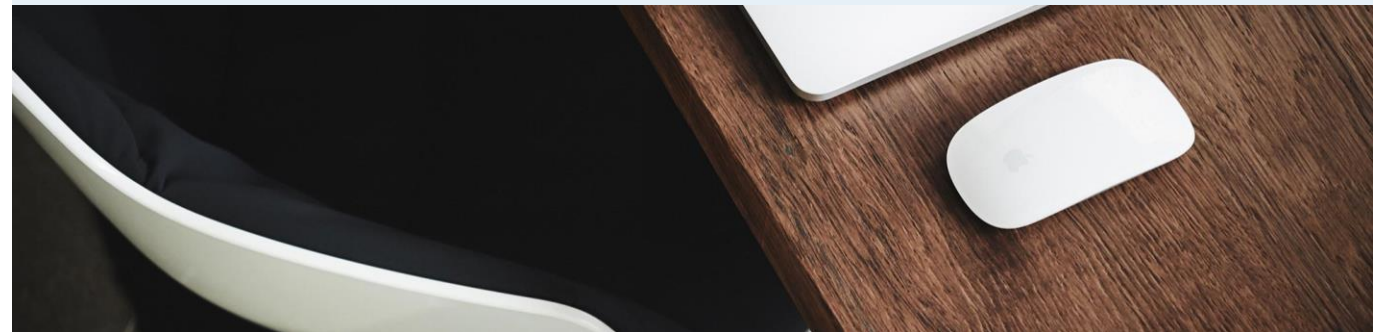
The Solution

What is the OLRP?

The Official Languages Recognition Program (OLRP) is an assessment program supported by the national standard for **Access to health and social services in the official languages** (CAN/HSO 11012:2018) standard.

The OLRP encompasses multiple overarching themes:

- Communication and Language Services
- Clinical Research
- Governance and Leadership
- Workforce
- Quality Assurance
- Measurements for Improvement (MFI)



Recognition Program

Evidence based

- National standard
- 3rd party assessments
- Peer experts

Readiness

- No preparation
- Available to all Health or Social organizations
- No requirements to start

Easy Enrollment

- Digital online enrollment
- Bottom up
- Specific programs at locations
- Not whole organization

Cost effective

- Digital tools
- Lower level of effort at entry
- Progressive levels
- Low cost for participating programs at each location





Official Languages Recognition Program Overview

WITH SUPPORT FROM



Health
Canada

Santé
Canada



Société Santé
en français

Iterative quality improvement process

Enable



**Equitable access to
health and social
services.**

Empower



**Comprehensive
evidence-based best
practices. Adaptable to
multiple languages.**

Recognize



**Receive recognition
for your
contributions.**





Program Objective

Increasing access to health care and social services in the user's preferred or required language.



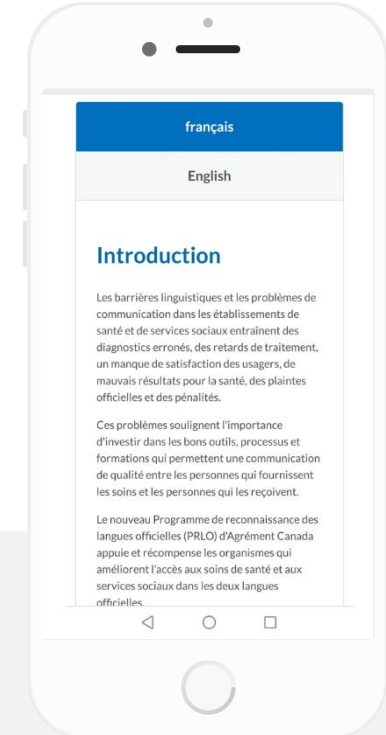
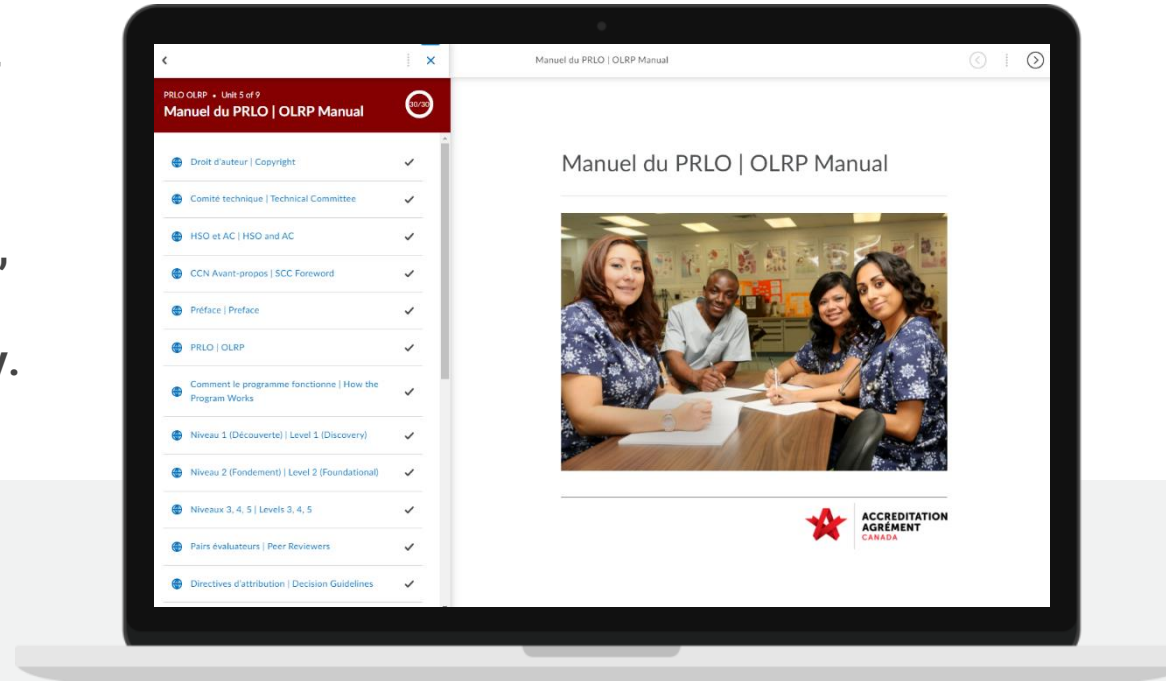
The Official Languages Recognition Program



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Level 1 - Discovery

The OLRP is a tangible measure for the increase of official-language accessibility in health and social service organizations, supported by excellence criteria for the entire country.





OLRP Vision

To support and award health care and social service organizations on their journey to increasing language accessibility.



“To maintain linguistic duality in Canada, we need two key ingredients: **respect** and **recognition**.”

- **Raymond Thériage**, Canada's Commissioner of Official Languages





Who are the users of the program?

- The OLRP is intended for **all health and social service organizations in Canada.**
- Organizations and health authorities can enroll **one, several, or all of their specialized services and sites** to participate in the OLRP.
- **Prior accreditation is not a prerequisite.**
- **The program manager within the participating organization does not need to be bilingual.**



- **Federal**
- **Provincial**
- **Municipal**
- **Community**
- **Public and private**
- **Registered charities**
- **Non-profit**



Evidence-based program

These tools have been tested in several provinces during pilot projects. Many different sites, programs and services were assessed, including:

- hospitals
- medical centre
- acute care
- tertiary care
- long term care
- addiction rehabilitation centre





Program Roadmap

Release of OLRP
Levels 1 & 2



The Official Languages Recognition Program (OLRP)

2022



Now Available

OLRP - Level 1: Discovery

2023



Coming Soon – Spring 2023

OLRP - Level 2: Foundational





OLRP Level 1 Discovery

Now Available

How does Level 1 work?





The Official Languages Recognition Program (OLRP)

Level 1 - Discovery

2018



The CAN/HSO 11012:2018 standard:

Access to health and social services in
the official languages
(HSO, SSF)



2019

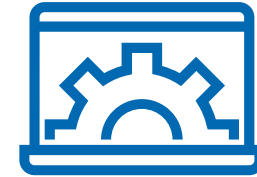


The HSO Assessment Manual:

Used by several sites using the new
standard as part of a
pilot project



2021-2022



Through Accreditation Canada :

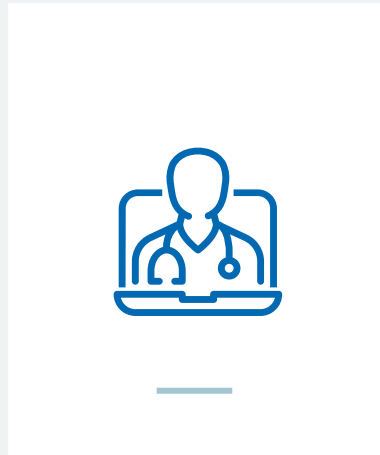
Integration of the evaluation manual
developed on the standard by HSO as
part of the Recognition Framework



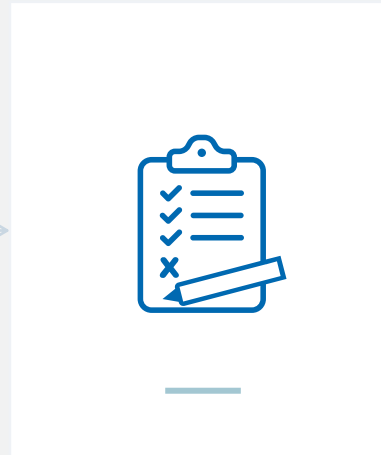
The Official Languages Recognition Program (OLRP)

Level 1 - Discovery

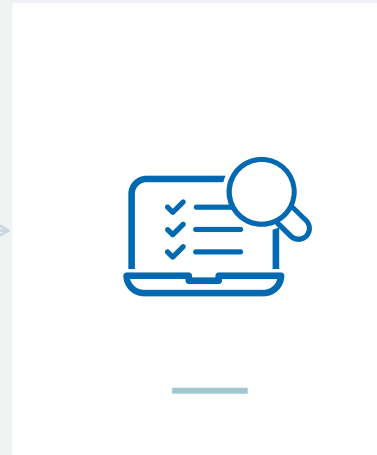
Resources and Features



Flexible Virtual Access



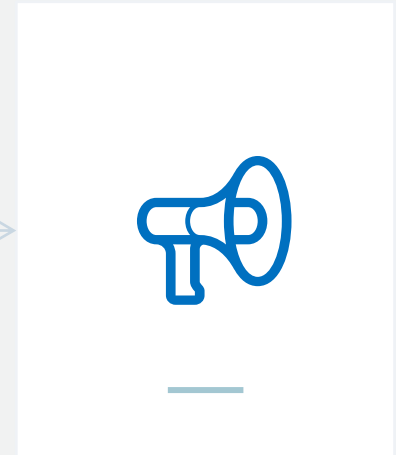
Self-Assessment Tool



Self-Assessment Guide



Certificate of Participation



Communications Kit



The Official Languages Recognition Program (OLRP)

Level 1 - Discovery

Resources and Features



**Bilingual Content
Developed by Experts**



**Frequently Asked
Questions**



**Bank of Links to Useful
Resources**



**Bilingual
Glossary**



**Clear and Simple
Interface**



OLRP - PRLO



Home



Content



Self-Assessment



Results



Glossary



FAQ



Links



Ask a Question

OLRP - Discovery (Level 1) | PRLO - Découverte (Niveau 1)



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HSO and AC | HSO et AC

Language policies of Canada | Politiques langagières du Canada

Effective Communication | Communication efficace

Overview of the OLRP | Aperçu du PRLO

How the Program Works | Comment le programme fonctionne

Level 1 (Discovery) | Niveau 1 (Découverte)

Niveau 2 (Fondement) | Level 2 (Foundational)

Levels 3, 4, 5 | Niveaux 3, 4, 5

Peer Reviewers | Pairs évaluateurs

1 Establishing the Active Offer of Services

1 Établissement de l'offre active de services

1.3 The organization's staff explicitly inquire about each patient's preferred or required official language and record this information in all appropriate records.

Select each item to learn more.

1.3.1 The organization flags each patient's preferred or required official language so as to be able to communicate this information to all staff as required.

1.3.2 The organization establishes an evidence-based protocol to screen for each patient's preferred or required official language.

1.3.3 The organization has a policy to respond to a patient's official language preferences or needs.

1.3.4 The organization ensures all staff are appropriately trained on how to screen for a patient's official language preference or need.

1.3.5 The organization validates the patient's official language preference or need throughout care delivery.



Content



Decision Guidelines | Directives d'attribution

Report and Award - Level 2 | Rapport et attribution - Niveau 2

The Assessment Tool | L'outil d'évaluation

CHAPTER 1: Establishing the Active Offer of Services | CHAPITRE 1 : Établissement de l'offre active de... ✓ ▶

CHAPTER 2: Clinical Research | CHAPITRE 2 : Recherche clinique 0/1 ▶

CHAPTER 3: Governance and Leadership | CHAPITRE 3 : Gouvernance et leadership 2/2 ▼

3.1 ✓

3.2 ✓

CHAPTER 4: Workforce | CHAPITRE 4 : Main-d'œuvre ✓ ▶

CHAPTER 5: Quality Assurance | CHAPITRE 5 : Assurance de la qualité 0/1 ▶

CHAPTER 6: Measurement for Improvement (MFI) | CHAPITRE 6 : L'évaluation de l'amélioration de la... ✓ ▶

3 Governance and Leadership

3 Gouvernance et leadership

3.2 The organization develops and uses a consistent, validated, and shared understanding of language competence in an official language context.

Select each item to learn more.

> 3.2.1 Patients and staff have access to standardized terminology related to health and social services in both official languages.

▼ [3.2.2 The organization assigns a specific staff member or department to promote language competence and awareness initiatives.](#)



Guidelines

Language access champions should be identified at all levels of the organization, from governance and leadership to service delivery. The champion assesses how well the organization's systems, programs, services and resources, staff, leaders, and administrators meet the language needs of the communities it serves. Language initiatives include the promotion of language competence of staff (language ability and sensitivity to language barriers), bilingual sign initiatives, access to free interpreting services, and related activities.

Access to Knowledge



Content



Est. Length: 166:39:00

Attempt 1

Page 1:

1	2	3
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Page 2:

4
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Page 3:

5	6	7
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8	9
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Page 4:

10	11	12
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13	14	15
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16	17	18
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Page 5:

19	20	21
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Page 6:

22	23	24
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1 | Establishing the Active Offer of Services

1.1 | The organization actively offers and provides health and social services in both official languages according to the language preference or need of the patient.

Question 1 (1 point)

1.1.1 The organization demonstrates significant and measurable efforts to actively provide health and social services in the language of the patient, using trained bilingual staff.



- Not started
- In progress
- Complete
- Not applicable

Question 2 (1 point)



Self-Assessment





OLRP Level 2 Foundational

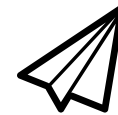
Coming Soon – Spring 2023

How does Level 2 work?

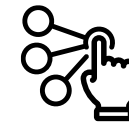




GUIDE



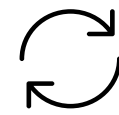
GATHER



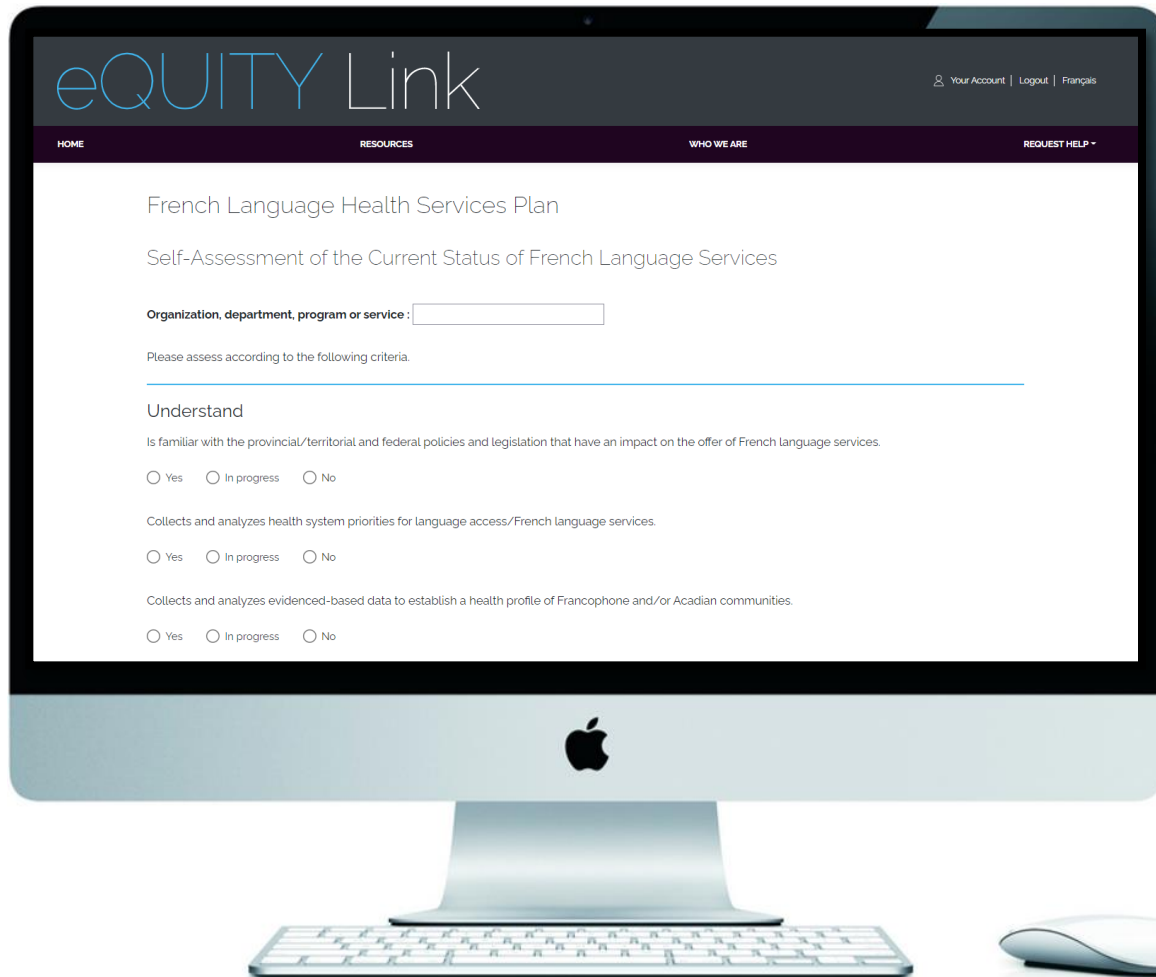
EMPOWER



SUSTAIN



Your strategy, activity tracking
and training all in one place

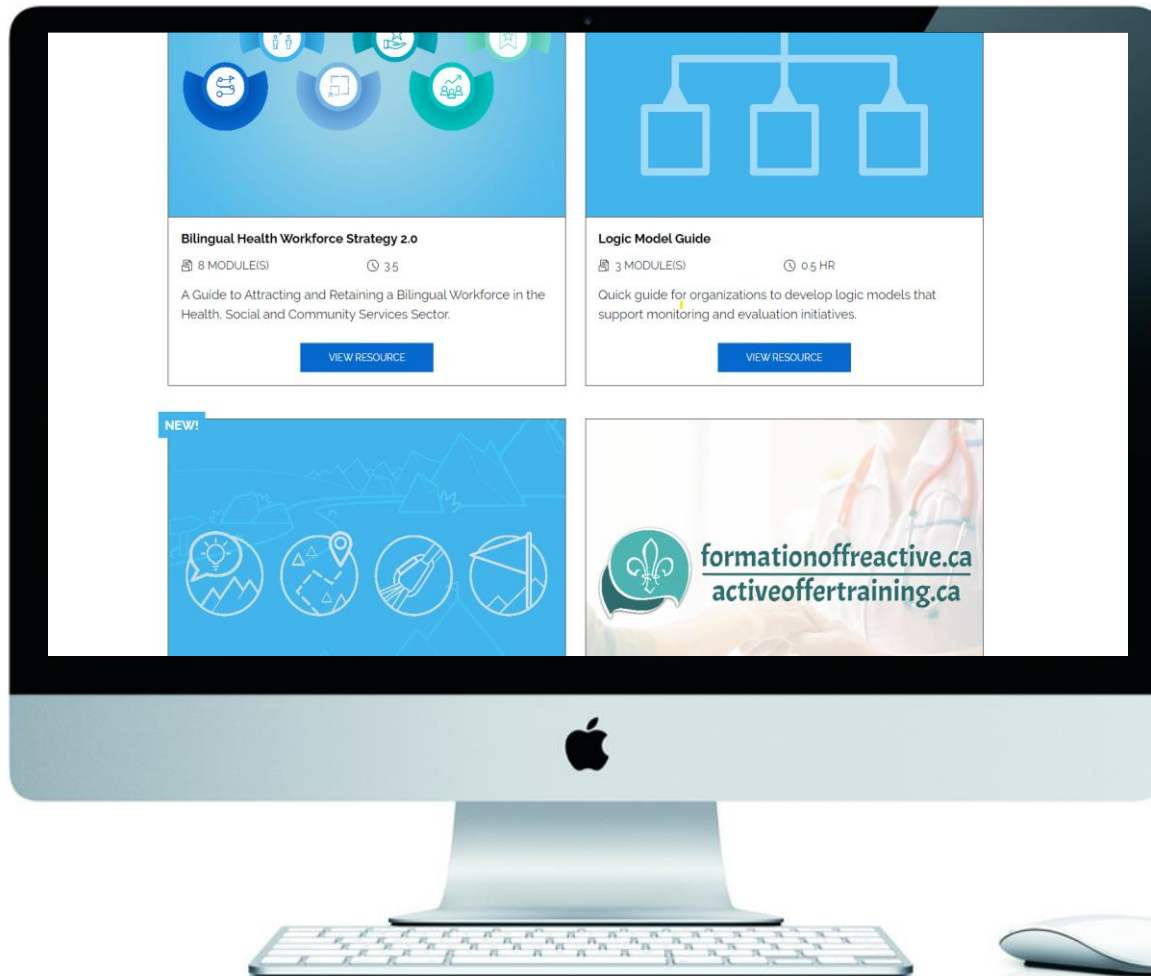


Free opportunity to become familiar with simplified and OLRP related criteria

Management and monitoring
of the personalized action
plan

Ongoing capacity building to
achieve official recognition of
the OLRP





Key resources to support increased access to French language services

“

This is a brilliant tool! I downloaded absolutely every resource, every link. I really liked the invitation to just explore it. The platform has also afforded an opportunity for me to share insights and understanding with the rest of the organization. And there is a commitment to engage this year in identifying language preference and first language”.



Canadian Mental
Health Association
Niagara
Mental health for all

Heather Gillespie, Director Service Quality & Capacity, Canadian Mental Health Association, Niagara

The OLRP and eQUITY Link

The Official Languages Recognition Program (OLRP)

eQUITY Link
Advancing Health Equity and Accessibility in French

A tangible measure for increased access to French language health services, supported by criteria of excellence for the entire country.

Impartial evaluation of participating organizations and official recognition of their efforts.

Educational resources, tools, reports and Recognition awards.

Symbiosis

Free opportunity to become familiar with simplified and related PRLO criteria.

Continued capacity building for organizations once they are enrolled in the OLRP to gain formal recognition for their efforts.

Educational resources, tools and link to a network of experts who can provide support.



Reducing Barriers to Entry



All Maturity Levels Welcome



Organizations are not required to be 100% ready
Open to all health or social service organizations.
Showcase your learnings and expertise.
Obtain support on your journey.

Decentralized Onboarding



Transition specialized services all at once or in
sequence depending on your organizational
readiness.
Onboard with flexibility.

Realistic Time Commitment



Time commitment based on organizational
priorities and needs.



The Official Languages Recognition Program (OLRP)



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The OLRP empowers health and social service organizations to:



Improve the safety and quality of services



Improve access to services in official languages



Benefit from alignment with evidence-based guidelines



Demonstrate their commitment to health equity

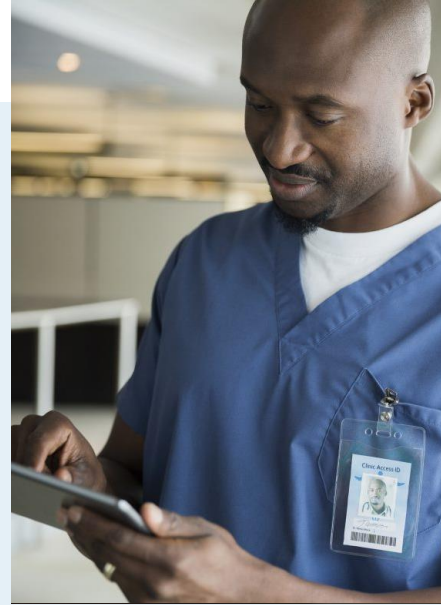


Take the next step on your journey to **language accessibility**

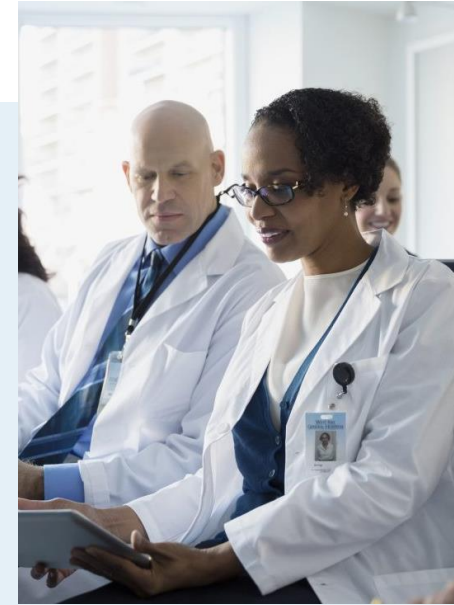
Safer care. A healthier world.



Integrated
Care



Decentralized
Onboarding



Iterative
Learning



The Official Languages Recognition Program (OLRP) – Discovery (Level 1) is now available.

Visit the [Accreditation Canada](#) website to take the next step on your journey to language accessibility.

Consult [eQUITY LINK](#) for resources, tools or more support.



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Thank you!



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