



Société Santé
en français

WEBINAR



Policy Guide to Support French-Language Services

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Société Santé en français (SSF) is a dynamic **national association** whose objective is to **promote the development of French-language health** for Francophone and Acadian minority communities in Canada. SSF is a **hub of 16 regional, provincial, and territorial networks** working in concert with partners that are involved in **improving access to French-language health services** in all provinces and territories where French is not the majority language.





The Société Santé en français acknowledges that our offices, located in Ottawa, are on the unceded, unsurrendered Territory of the Algonquin Anishnaabeg People whose presence here reaches back to time immemorial. The Société Santé en français honours the traditional territories upon which our staff and partners live, work, and play.





Webinar Objectives

1. Improve access to new knowledge
 2. Facilitate evidence-informed decision making
 3. Foster interactions between knowledge producers and users
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Presenters



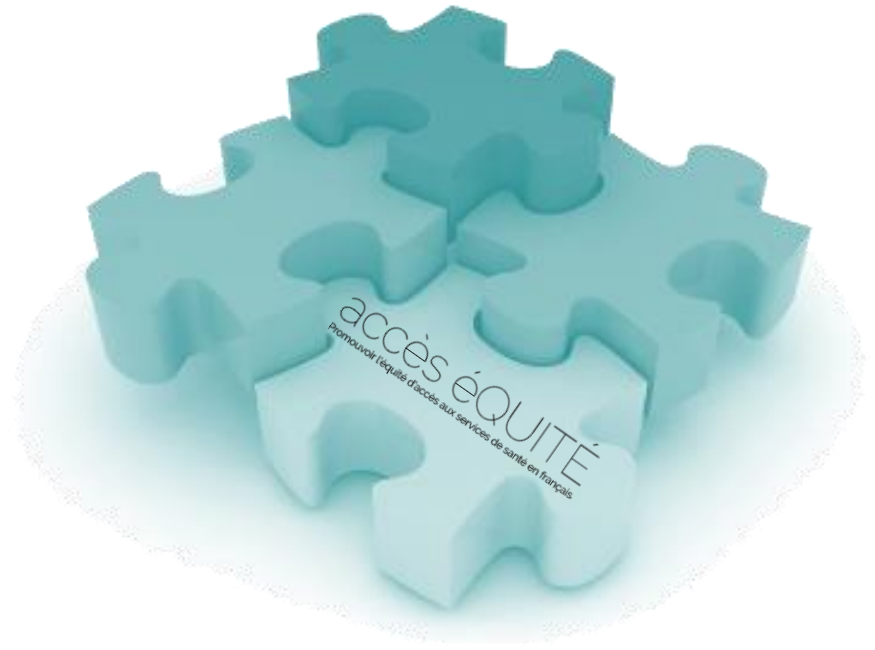
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EQUITY LINK - OVERVIEW



EQUITY LINK PLATFORM

eQUITY Link
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AODA compliance

Key resources

Support for greater access to services in French

RESOURCES

7 resources accredited by the



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

eQUITY Fundamentals

The Café de Paris Approach

Logic Model Guide

Policy Guide to Support French Language Services

Bilingual Health Workforce Strategy 2.0

Communities of practice: a collaborative approach to increasing French language services

Showcase: The Active Offer of French Language Health Services





Why develop a policy guide?

Setting policy on French-language health services is a requirement when it comes to providing an active offer of French-language health services.

This four-hour training session is designed to support organizations in developing language policy and procedures to support the active offer of French-language health services.





About the training



Policy Guide to Support French Language Services

This training session is based on a body of research and analysis dealing with current practices aimed at fostering the implementation of such policies and procedures in health and social-service organizations that serve Francophone and Acadian minority communities in Canada.





Methodology

- Literature review
- Collection of data from managers
- Data analysis
- Development of language policy template and guide





Participants

Organization name (province or territory)	Organization type	Designation	Working language
Horizon Health Network (NB)	Health authority	Bilingual	English
Winnipeg Regional Health Authority (MB)	Health authority	Bilingual	English
North York General Hospital (ON)	Hospital	Identified for services in French	English
Whitehorse General Hospital (YT)	Hospital	Bilingual	English
St. Boniface Hospital (MB)	Hospital	Some units designated bilingual	English
Hôpital Montfort (ON)	Hospital	Francophone	French
Centre for Addiction and Mental Health (CAMH) Toronto (ON)	Hospital, with offices across the province	Identified for services in French	English
Actionmarguerite (MB)	Long-term care home	One residence designated Francophone; some units in another residence designated bilingual; one anglophone residence	English
Montfort Renaissance (ON)	Long-term care home	Francophone	French
Summerset Manor (PE)	Long-term care home	No designation	English
Centre de santé Saint-Boniface (MB)	Health centre	Francophone	French
CHANNAL not-for-profit organization (NL)	Community mental health service	No designation	English

Summary

Organization type	Provinces and territories
Health authority	NB, MB
Hospital	ON (3), MB, YT
Long-term care home	ON, MB, PE
Health/community centre	MB, NL
Total	12





Results

- We identified a total of 27 policies and procedures pertaining to French-language services.
- Organizations can assess the impact of their language policy and have it measured objectively by an external agency by participating in Accreditation Canada's Official Languages Recognition Program (OLRP) using the criteria set out in the [CAN/HSO 11012:2018 Access to Health and Social Services in Official Languages](#) standard from the Health Standards Organization (HSO).
- The results obtained in the course of this survey were consistent with what we found in the literature review.





Emerging themes

- Policies and procedures developed as a result
- Measurable impact of policies and procedures on the offer of services in French
- Dissemination of policies to staff (managers, professionals, support staff)
- Challenges associated with implementing language policies
- Success stories and innovative practices for implementing language policies





Key items to include in policies

In light of the information we received, we identified the following key items to include in policies on French-language services:

- ✓ Provincial legislative framework
- ✓ Commitment from governance
- ✓ The model by which French-language services are actively offered and how this is communicated within the organization, to both staff and clients
- ✓ The organization's approach to planning services in French (e.g., developing and monitoring a plan for services in French)





Key items to include in policies (continued)

- ✓ The organization's approach to consulting and communicating with the Francophone community
- ✓ How complaints about French-language services are managed
- ✓ Communication, including signage and messages, language of service, and professional interpretation and translation services
- ✓ The human resources plan, including language skill requirements for bilingual positions, language assessments, staffing, and how the organization identifies bilingual employees and keeps this information up to date





Recommendations

Recommendation 1: Have a well-organized, clearly worded language policy

Recommendation 2: Support the dissemination and implementation of the language policy

Recommendation 3: Designate a French-language leader and a team of champions within the organization

Recommendation 4: Make the organization's commitment to the French-speaking community visible so that it becomes part of everyday business





How to use the guide



Policy Guide to Support French Language Services

📁 4 MODULE(S)

🕒 4 H

A quick guide for organizations to develop a language policy and procedures to support the active offer of French language health services.

[VIEW RESOURCE](#)





Training modules



1. Language policies and procedures



2. Developing a language policy



3. Implementing your policy



4. Evaluating and updating your policy and procedures



What you'll find in the guide

Information

Steps

Template

Examples





French-language service policy templates (Available in English and French!)



French Language Policy Template

(“Agency” logo)

Policy Name	French Language Policy		
Policy Number	11-20-001	Effective Date:	12/02/2022
Section	Communications	Revision Dates:	25/06/2015; 27/10/2020
Responsible Authority	Executive Director	Date approved by the Board of Directors:	06/01/2022
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Example, purpose of policy

2.2 Active Offer

- 2.2.1 “Agency” commits to implementing active offer in all its services to support delivery of French language services without placing the responsibility of requesting services in French on the individual.
- 2.2.2 “Agency” provides services of equal quality to clients, patients and the public in the official language of their choice during all hours of operation without undue delay.
- 2.2.3 “Agency” ensures that patients, clients and members of the public have the right to communicate in their official language of choice, no matter where health services are offered.
- 2.2.4 “Agency” ensures that all signage visible to the public is in both official languages.
- 2.2.5 “Agency” ensures that official communications with the media and the general public are issued in both official languages (e.g., public service announcement).
- 2.2.6 “Agency” uses designated bilingual staff (fluent in English and French) and professional third-party interpretation services to provide quality French language services within a reasonable time to persons whose preferred language is French.



Active Offer Procedures

6.4. Active Offer:

- 6.4.1. “Agency” staff demonstrate significant and measurable efforts to actively provide health and social services in the official language of the client, patient, resident, family and/or other stakeholders, using trained bilingual staff.
- 6.4.2. (Human Resources) provides all new employees or non-employee personnel with training on active offer and information on the organization’s language policy during orientation.
- 6.4.3. All employees and non-employee personnel extend the active offer of services in both official languages at the first point of contact to determine the person’s official language of choice.
- 6.4.4. “Agency” ensures clients/patient access to the appropriate language services is provided in a timely manner.
- 6.4.5. “Agency” ensures that signage indicates that French language services are available.
- 6.4.6. “Agency” provides access to documents in English and French (i.e., correspondence; website; forms) for its clients.





We would like to thank the following organizations for participating in our study and in developing the Policy Guide to Support French-Language Services:

- Actionmarguerite (Manitoba)
- Centre for Addiction and Mental Health (CAMH) Toronto (Ontario)
- Centre de santé Saint-Boniface (Manitoba)
- CHANNAL (Newfoundland and Labrador)
- Hôpital Montfort (Ontario)
- Horizon Health Network (New Brunswick)
- Montfort Renaissance (Ontario)
- North York General Hospital (Ontario)
- St. Boniface Hospital (Manitoba)
- Summerset Manor (Prince Edward Island)
- Whitehorse General Hospital (Yukon)
- Winnipeg Regional Health Authority (Manitoba)





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THANK YOU FOR YOUR ATTENTION!