Section 5

Training

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Training

French Language Training

French language training is one way for health service providers to increase their capacity to deliver services in French and provide better quality care. Training could help build and/or reinforce language skills of staff so they can provide direct services in French.

There are different ways health service providers can support their staff in learning French or upgrading their skills.

- Pay for all or part of their tuition fees.
- Compensate staff for their learning time. Even a partial compensation would be appreciated by staff who are upgrading their French skills.
- Offer courses onsite.

These measures could be good incentives for staff to learn French.

It is also important to recognize and value the staff for their added skills, by giving them, for example, the opportunity to practice their skills by assigning French-speaking patients/clients to them. Research has shown staff members will often not identify as French-speaking because of fear of having an increased workload (no double-duty). Therefore, this should be considered when scheduling staff.

French-Language Training Options

The training options presented below are available to all health service providers, designated, identified or non-identified. Cost varies from one program to the other and from one institution to the other.

Regular French Program

French as second language certificate program allows participants to acquire the necessary knowledge and skills to communicate effectively in French in a work or a social environment.

Windsor area: *Collège Boréal*, 519 948-6019
www.collegeboreal.ca

St. Clair College, 519 972-2711
www.stclaircollege.ca

Chatham area: *St. Clair College*, 519 354-9100
www.stclaircollege.ca (intro 1 only)

Sarnia area: *Lambton College*, 519 542-7751, ext. 2400
www.lambton.on.ca

London area: *Collège Boréal*, 519 451-5194
www.collegeboreal.ca

E-learning: *Collège Boréal*
www.collegeboreal.ca
(courses are offered live through the Web)

Please note that the *University of Windsor* offers a bachelor's degree in French studies and *Western University* offers French studies at the bachelor, master and doctorate levels.

French Program for Healthcare Staff

Collège Boréal also offers a French program designed for individuals working in a healthcare setting. Consisting of a series of ten thirty-hour courses at the intermediate and advanced levels, participants will progressively become fluent in French and ultimately be able to carry a conversation with their patients/clients as part of their usual duties as health care professionals.

- Minimum of eight participants.
- Can be offered at the organization's location or in a college's classroom. Contact *Collège Boréal* in Windsor (519 948-6019) or London (519 451-5194).
- Also offered through distance education. Contact *Collège Boréal* in Toronto at 416 289-5130 or 1 800 361-6673, ext. 5120.

My Language, My Culture, My Health

Collège Boréal is also offering *My Language, My Culture, My Health*, a French-language training program adapted to culture. This program consists of three series of ten one-hour modules (intermediate, advanced and skills maintenance), plus a few additional modules, where participants will not only learn French, but will also gain cultural competence.

- Minimum of eight participants at the organization's location. Contact *Collège Boréal* in Windsor (519 949-6019) or London (519 451-5194).

French Immersion Program

Participating in a French immersion program allows individuals to live the language and culture in a complete French environment. There are several immersion programs, mostly in Quebec that range from one week individual learning to six weeks in a group environment and there are several formats to meet the needs of working adults. Look for a program that includes accommodation in a local French-speaking family to take advantage of all the benefits immersion has to offer. Cost varies widely from one institution to the other.

Some Options:[11]

- *Centre de formation linguistique de Jonquière*, three-week immersion for adults or intensive individual training, www.langues-jonquiere.ca/page_jonquiere.php?rubrique=servicesjonquiere
- *Western University Trois-Pistoles French Immersion School*, one-week immersion for adults, www.uwo.ca/cstudies/tp/english/adults.html
- Université du Québec à Trois-Rivières, École internationale de français, one to six-week immersion, oraprdnt.uqtr.uquebec.ca/pls/public/gscw030?owa_no_site=1973
- Université du Québec à Montréal, three-week and six-week immersion, www.langues.immersion.uqam.ca/en.html
- Université du Québec à Chicoutimi, École de langue française et de culture québécoise, three-week and five-week immersion, elf.uqac.ca/ecole-de-langue
- Écoles de langues de l'Université Laval,five-week immersion, www.elul.ulaval.ca/en/our-courses/french-as-a-foreign-language
- Université Sainte-Anne, Nova Scotia, one-week and five-week immersion, www.usainteanne.ca/5-week
- Immersion in France through Alliance française, www.alliance-francaise.ca/en/adult-courses/french-immersion-in-france

MOHLTC-Sponsored French-Language Training

At present, the MOHLTC French Language Services Office is sponsoring French-language training by providing reimbursement of tuition fees (to a maximum of $300 per course) to eligible participants.

- **Only offered to staff members of identified or designated health service providers.**
- Priority given to professionals who provide direct patient care.
- Applies to courses at the intermediate level or higher.
- Successful completion of the course and minimum attendance of 70% of classes are required.

11 The list is not extensive. For more options, please search the Internet.

The program is managed by *Accueil francophone de Thunder Bay*, with the administrative support of Jean Carrière. Ms. Carrière can be reached at 1 877 907-4040 or at jdcarriere@sensenbrennerhospital.on.ca.

Please refer to the program guidelines, including eligibility criteria and reimbursement rules and the *Conditional Eligibility Form* on pages 177–183.

Professional Development in French

There are several options for staff to maintain and/or upgrade their professional skills in French. It could be a general education program, such as courses that are part of a nursing degree or a program specially targeting the Francophone population, such as the *TEACH* training on tobacco cessation (www.nicotinedependenceclinic.com/Francais/teach/Pages/home.aspx), that includes a component for professionals working with Francophone individuals and is offered in French.

The *Consortium national de formation en santé* (CNFS) is a Canada-wide umbrella organization bringing together 11 university and college educational institutions which deliver training programs in various health disciplines in French, as well as regional partners who facilitate access to these training programs. Several courses are offered through distance education. For more information, please visit www.cnfs.net.

The *Programme d'excellence professionnelle* of the University of Ottawa offers monthly conferences over lunch on a variety of health care topics and some online training. All conferences and training are offered in French by videoconference or via web streaming. A new schedule is posted twice per year, in August and December. For more information, please visit www.cnfs.ca/formation/programme-dexcellence-professionnelle or call 613 746-4621, ext. 6020.

Health Nexus (www.healthnexus.ca), *RIFSSSO* (www.rifssso.ca), *e-santé-ontario* (www.esante-ontario.ca) and other organizations offer many training opportunities in French, often in webinar formats. Please visit the applicable website.

French-language conferences are also excellent opportunities to upgrade professional and language skills.

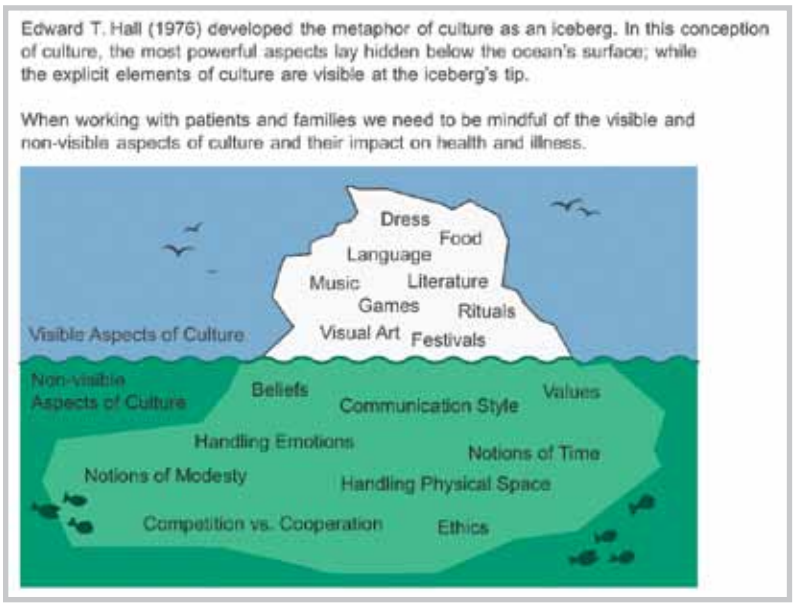
Cultural and Linguistic Competence[12]

Cultural competence is integral to providing quality, equitable and safe healthcare to all patients/clients.

Culturally competent care is a process occurring on many levels but can be summarized as caring for families and patients in a respectful manner that takes into consideration:

- The diversity of their social, cultural and linguistic backgrounds and beliefs;
- How these affect health beliefs, behaviours and outcomes.

The following picture, taken from the Sick Kids website, illustrates the complex concept of culture.



SickKids is a leader in Canada in cultural competence. They have developed excellent resources on cultural competence, including train-the-trainer workshops and a series of e-learning modules. These are accessible online at www.sickkids.ca/culturalcompetence/index.html.

> *"Quality of care and patient safety can be compromised when health-care providers do not respond to language and cultural preferences and differences."* [12]
>
> SickKids website

12 SickKids, www.sickkids.ca/culturalcompetence/index.html, March 30, 2013.

Staff Orientation regarding French Language Services

It is important to train staff, either through an annual in-service and/or orientation, about the need to serve the Francophone population.

Topics to be covered could include:

- Characteristics of the local Francophone population.
- *French Language Services Act*.
- Cultural and Linguistic Competence and Equity.
- Obligations as an identified or designated health service providers.
- Action plan for the next three to five years.

Section 5

List of Appendixes

Letter re: Reimbursement Program for French Language Courses

French Language Training Program Information – South Region

French Language Training Program – Fact Sheet

French Language Training Program, Conditional Eligibility Form

Collège Boréal

My Language, My Culture, My Health