

Trousse d'outils sur les services en français

French Language Services Toolkit



Préparée par/Prepared by

Marthe Dumont, coordonnatrice des services en français, RLISS d'Érié St. Clair/
French Language Services Coordinator, Erie St. Clair LHIN

Suzy Doucet-Simard, coordonnatrice des services en français, RLISS du Sud-Ouest/
French Language Services Coordinator, South West LHIN

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Prepared by

Marthe Dumont,
French Language Services Coordinator,
Erie St. Clair LHIN

and

Suzy Doucet-Simard,
French Language Services Coordinator,
South West LHIN

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July 2013

Dear Health Service Provider,


In the health care field we often talk about the importance of the right care, at the right time, at the right place. We know that this philosophy is especially applicable when language becomes a barrier to receiving quality, patient-centered care. It is well documented that health outcomes are ultimately improved if patients receive care in the language they are most comfortable with.

The French Language Services Toolkit provides information, guidelines, templates and promotional material. It is our hope that through the use of the toolkit, our French designated and identified health service providers will use the information to provide even better care to our Francophone residents, through the delivery of culturally sensitive care. For our health service providers not officially French identified, we are confident that you will also find value in the practical ideas contained in the toolkit and that you can begin to implement some of the suggestions to improve care for our local Francophone residents.

Sincerely,



Gary Switzer, CEO
Erie St. Clair LHIN



Michael Barrett, CEO
South West LHIN

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Evaluation of Toolkit and Comments

Introduction

The Erie St. Clair and South West Local Health Integration Networks (LHINs) are proud to provide you with this French Language Services Toolkit.

The English version of the Toolkit is available in a paper format in limited numbers. The electronic version will be posted in both English and French on the Erie St. Clair and South West LHIN websites.

The Toolkit is primarily intended to support designated and identified health services providers in implementing and delivering quality services in French as per their mandate. It will also be a useful resource to other health service providers in meeting the needs of their patients/clients.

The Toolkit was developed to provide an overview on a variety of subjects related to the delivery of services in French. Each section was conceived with the intent of providing useful information and practical tools to make delivery of services in French as easy as possible. You will find basic information on the Francophone community, active offer of French language services, implementation of French language services, human resources, training, translation and interpretation, supporting legislation and thehealthline.ca. A list of resources is also included. The Toolkit also contains some flyers and fact sheets produced by outside organizations to complement the information provided. Finally, and most importantly, you will find in the Toolkit items such as badges, lanyards and signs to promote delivery of services in French. Additional quantities of these promotional items are available by contacting your LHIN's French Language Services Coordinator.

Your LHIN's French Language Services Coordinator is an important resource who can support you as you implement and deliver services in French. Whether you have a question about the templates provided in this Toolkit, you need support in reaching out to the Francophone community or you would like additional promotional items, we are here to help you.

To reach your LHIN's French Language Services Coordinator:

Marthe Dumont

Erie St. Clair LHIN

1 866 231-5446 or

519 351-5677, ext. 3241

Marthe.Dumont@lhins.on.ca

Suzy Doucet-Simard

South West LHIN

1 866 294-5446 or

519 672-0445, ext. 2612

Suzy.Doucet-Simard@lhins.on.ca

Section 1

Francophone Community

Section 1

Francophone Community¹



The French presence in Ontario dates back nearly 400 years to the establishment of the Mission of Sainte-Marie-Among-the-Hurons (Simcoe County) in 1639.

Like the general population of Ontario, the Franco-Ontarian community is diverse and vibrant. For many years, it has welcomed Francophones from Africa, Asia, the Middle East and Europe. Today, Francophone racial minorities represent 10% of the province's Francophone population.

Ontario is home to 611,500 Franco-Ontarians. Approximately 35,000 Francophones live in the larger Southwest region, which includes both Erie St. Clair and South West LHINs. The Francophone population is approximately 21,000 people in the Erie St. Clair LHIN and approximately 14,000 in the South West LHIN.

¹ Taken and adapted from the Office of Francophone Affairs' website at www.ofa.gov.on.ca.

The Franco-Ontarian community is older than the overall population in Ontario. While the median age of the general population is 40.1, the median age of the Francophone population is 44. In the larger Southwest region, this figure goes up to a median age of 50.8.

The most notable age categories among Francophones are the 45-54 and 65 and over categories: close to one out of five Francophones is included in both of these age groups. In the larger Southwest region, one out of every four Francophones, 26.6%, is a senior. Another sign of aging of the Franco-Ontarian community is that the proportion of Francophones aged 65 and older is higher than the proportion of youth aged 14 and under (17% versus 14%).

Women make up more than half of the Francophone community (53%). The situation is similar in the larger Southwest region with 53.7%. Across the province, more than two out of three couples (68.3%) are exogamous, meaning that one parent is Francophone and the other parent is not. In the larger Southwest region, 87.5% of families are exogamous. Lastly, 15.9% of Franco-Ontarian families are single-parent households.

Ontario's Francophone population is a dynamic community because of its many institutions and associations in the fields of education, culture, health, justice, the economy and communications. In the larger Southwest region, Francophones can count on a variety of community organizations, from French-language school boards, community college and day care centres to seniors clubs and community cultural centres. Health and social services sectors are where services are the most limited or quasi-inexistent. Please see Section 9 on resources for names and contact information of Francophone community organizations in the area.

Health Status²

In the summer and fall of 2012, the Erie St. Clair/South West French Language Health Planning Entity conducted a comprehensive health survey of Francophones to better understand the health status and health needs of the Francophone population in the Erie St. Clair and South West LHINs.

In total, 1,200 adults aged 18 years old or over responded to the survey. Three-quarters of respondents lived in the Erie St. Clair LHIN region and one-quarter lived in the South West LHIN region. Distribution of respondents at the county level is fairly representative.



The cultural diversity of the Francophonie significantly enriches our discussions.”

Stephen Harper, Prime Minister,
Remarks at the 14th Summit of
la Francophonie, October 13, 2012

² Taken and adapted from the report *Francophone Health and Use of Health Care Services in the Erie St. Clair/South West Local Health Integration Networks*, 2013, accessible online at www.entite1.ca.

Notable results:

- Respondents were asked to rate both their physical and mental health in separate questions. Interestingly, people tended to rate their mental health as being better than their physical health: 48% of respondents rated their physical health as excellent/very good, compared to 68% who rated their mental health as excellent/very good.
- Though only 2% of respondents reported being underweight, 21% of respondents fell into one of the two obese categories (moderate obese and severe obese).
- Respondents also tended to rate their physical health differently based on their Body Mass Index (BMI) status; in particular, ratings of fair/poor health were significantly increased among respondents who fell in the obese categories.
- Nearly all respondents (93%) reported having a regular medical doctor.
- Of those with a regular medical doctor, only 6% of respondents spoke with their doctor in French.
- Of those who reported not having a doctor, the most common reason was not having tried to contact one (35%), followed by no French-speaking doctors available in the area (27%).
- When they were sick, the vast majority of respondents indicated that they usually went to their doctor's office (67%) or else to a walk-in clinic (18%).
- Similarly, most respondents indicated that they usually went to their doctor's office (54%) or to the Internet (18%) when they were seeking health information or advice.
- In the last 12 months, 26% of respondents indicated that they had visited the emergency room at a hospital.
- In particular, respondents from Grey/Bruce, Chatham-Kent, Elgin/Rural Middlesex and Sarnia-Lambton were more likely to have been to the ER in the last 12 months.
- In terms of the most recent ER visit, 39% of respondents reported going to the ER for a minor problem, and of those, 52% said the reason why they did not get treatment elsewhere was because their family doctor was not available and 21% indicated that it was because it would take too long to get an appointment.
- Overall, 37% of respondents indicated that they had at least one illness or health condition as diagnosed by a doctor.
- Of those with a health condition, the most common illnesses were bone/joint conditions (40%) and cardiovascular conditions (32%), followed by 'other' illnesses/conditions (28%).
- Most Francophones who reported having a health condition were living in Sarnia-Lambton, Pain Court/Grande Pointe, Tecumseh or Windsor.
- Having a health condition was also significantly associated with age (highest in 55-64, 65+ age groups) and with visiting the ER in the last 12 months.

- Additionally, of those with a health condition, 36% indicated that they had more than one of the diagnosed conditions listed (i.e. bone/joint, cardiovascular, diabetes, lung, mental, cancer, kidney, other).
- As well, respondents with multiple conditions were most likely to live in Windsor and be in the 65+ age group.

More specifically:

- Among those having a bone/joint illness, 73% suffered from arthritis.
- For those with a cardiovascular disease, 73% suffered from high blood pressure.
- For those with diabetes 53% suffered from type 2 diabetes.
- For those with a lung disease, 67% suffered from asthma.
- For those with a mental illness, 68% suffered from a mood disorder and 32% from an anxiety disorder.

For more information, please refer to the report titled *Francophone Health and Use of Health Care Services in the Erie St. Clair/South West Local Health Integration Networks* accessible online at www.entite1.ca.

Section 2

Active Offer of French Language Services

Section 2

Active Offer of French Language Services

Within this context [of the Local Health System Integration Act], the active offer of services in French becomes a means to correct inequities by proposing a tangible method to reconcile health services with the needs of the Francophone population. The active offer of services in French represents an equity measure specific to ensure respect of the Act: so that equal status implies equal treatment.³ [unofficial translation]

Active offer happens when Francophone members of the public are informed about available services in French, have access to these services and are satisfied with the quality of these services.⁴

It is often heard that clients do not ask for services in French. Research consistently shows that people will not ask for services in French if they feel it is not easy, they will have to wait or the service will be of a lesser quality. Services in French need to be readily available and visible, hence the concept of active offer. Francophones should not have to ask for services in French. Rather it is the responsibility of health service providers to provide services in French.

An active offer of French language services would be:

- Results-oriented.
- Integrated into an organization's overall service delivery model.
- Proactive.
- Based on the result of a dialogue with the population served and ultimately reflective of their needs.
- In place for the life-cycle of the service, activity or initiative.

Key Elements of an Active Offer Approach include:

- Bilingual greeting in person and over the phone.
- Visual identification and general print material.
- Identification of Francophone patients/clients.
- Community Engagement.

³ Bouchard, Louise, Marielle Beaulieu et Martin Desmeules. *L'offre active de services en français en Ontario : une mesure d'équité* dans Reflets : revue d'intervention sociale et communautaire, vol. 18, no 2, 2012, p. 38-65.

⁴ *The OPS Framework for Action: A Modern Ontario Public Service*, 2006.

Bilingual Greeting in Person and Over the Phone

- **Switchboard/Reception:** Services should be offered in both languages. A bilingual greeting is a proactive way of offering services in French. It is an open invitation to patients/clients to use their language of choice when dealing with the organization.
- When answering the phone or greeting visitors, the person could add “bonjour” or “comment puis-je vous aider” at the end of the usual greeting, such “Erie St. Clair LHIN, bonjour” or “South West LHIN, Denise speaking, comment puis-je vous aider?”.
 - › If the person greeting patients/clients is bilingual, he/she continues in the language of choice of the caller or visitor.
 - › If the person is not bilingual, he/she should say “Un moment, s’il vous plaît” (one moment, please) and promptly transfer the call to a French-speaking employee or ask the French-speaking employee to come and speak with the visitor.
- **Automated Greeting/Voice Mail:** Telephone greeting should be bilingual.
 - › French option - Callers should be given a choice to hear the message in French by prompting them to press a number such as “pour le service en français, appuyer sur le 2”.
 - › French greeting following the English. “Hello, Bonjour. A French message will follow. You have reached the name of organization. Please leave a message at the tone and we’ll return your call as soon as possible. Thank you and have a great day! Vous avez joint le nom de l’organisme. Laisser un message et nous vous rappellerons le plus tôt possible. Merci et bonne journée.”

Visual Identification and General Print Material

- **Identification of Bilingual Staff:** Patients/clients should be able to easily recognize French-speaking staff. To do this, provide bilingual staff with buttons or lanyards saying “Je parle français”. A few samples of such buttons and lanyards are included in the pockets of the toolkit bag. To obtain more, please contact the Erie St. Clair or South West LHIN French Language Services Coordinator.
- **Signage – Interior and Exterior:** All signs in public areas should be bilingual.
- **Bilingual Welcome Sign at the Reception:** A bilingual welcome sign informing patients/clients that the organization offers services in French should be placed at entrances and/or reception desks. One sample of such a sign is included in the toolkit. To obtain more, please contact the Erie St. Clair or South West LHIN French Language Services Coordinator.
- **Business Cards** should be bilingual for staff members in designated positions or capable of providing services in French.
- **Written Material:** All documents intended for public distribution should be available in both languages preferably in a bilingual format. Depending on the printing format, a note should be added in French in the English document, and vice versa, stating that “Ce document existe en français”/ “This document is available in English” or “Français au verso”/ “English on reverse”. For example:



It has been shown, time and time again, that active offer has a considerable impact on the demand for services. The more actively a service is offered, the more demand there is for it. This is as true for health as for any other sector”.

François Boileau, French Language Services Commissioner, *Special Report on French Language Health Services in Ontario*, 2009, p. 10.⁵

⁵ For more information on the French Language Services Commissioner, please refer to Section 7 on legislation.

- › Forms, such as assessment and intake.
- › Instructions, such as pre-surgery and discharge.
- › Flyers.
- › Promotional material.
- › Websites.
- › Etc.

Health service providers need to know who their patients/clients are and what their needs are in order to serve them adequately and provide them with the best opportunity for optimal health options.

Identification of Francophone Patients/Clients

Definition of Francophones

Those persons whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home.⁶

The first step is to identify Francophone patients/clients. Health service providers should include linguistic variables as part of their intake/admission process.

Two questions are suggested in order to identify Francophone patients/clients.

1) What is your mother tongue?

English ☐ French ☐ Other _____

2) If your mother tongue is neither English nor French, in what official language are you most comfortable?

English ☐ French ☐

Please note that LHIN-HSP accountability agreements include requirements related to developing a mechanism to identify and track the number of Francophone patients/clients served each year.

⁶ Office of Francophone Affairs,
www.ofa.gov.on.ca/en/franco-definition.html

Community Engagement

Community engagement refers to the methods by which LHINs and HSPs interact, share and gather information from and with their stakeholders.⁷

The second step is to engage with the Francophone community to *inform, educate, consult, involve, and empower in both health care or health service planning and decision-making processes to improve the health care system.*⁸

Community engagement is an important part of the day-to-day operations of health service providers as it allows them to provide quality services that are responsive to the needs of the community.

Furthermore, the *Excellent Care for All Act* stipulates that health care organizations must survey their patients/clients on a yearly basis to collect information about their satisfaction with the services provided to them.

When it comes to the Francophone community, it is important to develop and sustain a working relationship with French language services providers, the community of Francophone individuals and entities (Francophone Community groups), in order to help both understand and act on the needs or issues that the Francophone community experiences with regard to health and health care services.

Tools

The *Consortium national de formation en santé* produced a series of teaching videos on active offer for health care professionals. Available in French with English subtitles, these videos feature Francophone individuals telling about their experience with the health care system and the impact of the lack or availability of services in French. To watch the videos, please visit cnfs.net/fr/vidlist.php.

Any organization or program could include these videos in the staff orientation package or use them as part of cultural and linguistic competence training in order to create awareness around equity and delivery of safe quality services. For more information on these videos and the *Consortium national de formation en santé*, please go to page 53.

For more tips on the active offer of French language services, please refer to fact sheets developed by the North East LHIN for employees and employers on pages 55 and 57.

⁷ *LHIN Community Engagement Guidelines and Toolkit*, 2011, p. 5, available on the Erie St. Clair and South West LHIN websites

⁸ Ibid.

Section 2

List of Appendixes

LHIN Community Engagement Guidelines and Toolkit

Consortium national de formation en santé

Active Offer of FLS in Health, Employer Fact Sheet

Active Offer of FLS in Health, Employee Fact Sheet

Section 3

Implementation of French Language Services

Section 3

Implementation of French Language Services

The French Language Services Act (FLSA) guarantees members of the public the right to receive services in French from head and central offices of Ontario government agencies and ministries, as well as offices located in/ or serving areas designated under FLSA. For more information on the FLSA, please see Section 7 on legislation.

The Government of Ontario has identified and designated a number of health services providers (HSPs). **Designated HSPs** have met designation criteria⁹ and have received an official recognition from the Government of Ontario. They offer quality services in French on a permanent basis. At the time of printing, there are 222 partially and fully designated organizations and of those, 84 are health service providers. In the Erie St. Clair LHIN, 2 HSPs are partially designated: Assisted Living Southwestern Ontario and Community Support Centre of Essex County. A list of designated health service providers across the province can be found on pages 233–244.

Identified HSPs are working towards attaining designation. They are planning and delivering quality direct services in French. At the time of printing, there are 28 identified HSPs in the Erie St. Clair LHIN and 8 identified HSPs in the South West LHIN. A list of identified health service providers in Erie St. Clair and South West LHINs can be found on pages 67 and 69.

To achieve these goals, it is important to develop a French Language Services Implementation Plan that includes goals and actions as well as timelines. See template provided on pages 71–105. When ready for designation, complete the Designation Plan template provided on pages 107–125 and follow the procedure on page 127.

Designated and identified HSPs are also required to report on their progress annually to the LHIN. A reporting template is currently under development. It will be available in the Self-Reporting Initiative (SRI) system or provided by the LHIN. LHIN-HSP Accountability Agreements contain more details on French language services requirements.

The Ministry of Health and Long-Term Care (MOHLTC) is supporting designated and identified HSPs in delivering quality services in French by providing free translation services and French-language training. For more information, please refer to Sections 5 and 6.

9. Designation criteria:

- Offer quality services in French on a permanent basis;
- Guarantee access to its services in French;
- Have French-speaking members on its board of directors and in its executive;
- Develop a written policy for services in French that is adopted by the board of directors and that sets out the agency's responsibilities with respect to services in French.

Office of Francophone Affairs,
www.ofa.gov.on.ca/en/flsa-agencies.html, April 15, 2013.

Key Results Areas

Implementation of French language services is based on four key results areas as defined by MOHLTC.

- Knowledge and Awareness.
- FLS Capacity.
- Francophone Community Engagement.
- FLS Integration and Coordination.

Knowledge and Awareness

To improve knowledge of requirements regarding French language services and of the needs and concerns of Francophone patients/clients:

- Inform new and existing staff and board members of their obligations under the FLSA. Use methods such as:
 - › Staff meetings.
 - › Orientation packages.
 - › Workshops.
 - › Lunch-and-learn sessions.
 - › Etc.

To increase awareness of patients/clients and the public of services provided in French by the health service provider:

- Have French-speaking staff members wearing badges or lanyards indicating they speak French.
- Post bilingual welcome signs.
- Post bilingual directional signs.
- Translate website, pamphlets and other written material into French.
- Have bilingual business cards for French-speaking staff members.
- Reach out to Francophones directly to inform them of services being offered. Different outreach strategies, such as presentations, meetings with Francophone community groups, organizations, schools and services providers, advertisements through French media or consultations with Francophone community about the best ways of reaching this population, can be used to inform.

FLS Capacity

To develop and maintain capacity to provide an active offer and delivery of high quality services in French:

- At the staff level, have bilingual human resources in sufficient number to provide French language services. Develop a human resources plan and policies regarding recruiting and hiring. Have tools and support mechanisms to assist staff members with providing customer service, clinical services and communications in French.
- At the governance and management levels, have an adequate representation of French-speaking individuals on the board, management team and committees. Include French-speaking representation in by-laws and policies.
- At other levels, ensure processes are in place for the recruitment of French-speaking volunteers and, if applicable, purchasing of services (when services are offered by another party on the organization's behalf).
- At all levels, develop a recruitment strategy.

Francophone Community Engagement

To ensure active participation of Francophone in public consultations, need assessments, gaps analyses, program and services development and identifications of priorities. Community engagement initiatives should be:

- Planned, specifically targeting members of the Francophone community.
- Integrated into existing community engagement strategy/plan.

The intent is to develop a long-term relationship with the Francophone community through:

- Awareness and knowledge of the Francophone community.
- Participation in its activities, as appropriate (eg. health fair).
- Consultation.
- Sharing of information.
- Etc.

FLS Integration/Coordination

To improve integration and coordination:

- Increase integration of FLSA principles into the strategic planning and policy decision-making processes.
- Take into account needs and concerns of Francophone patients/clients in the planning and delivery of services.

- Improve responsiveness to the needs and concerns of the Francophone community, including HSP's response to request for services in French.
- Improve inter-agency collaboration within and outside the LHIN boundaries to provide French language services to Francophone patients/clients, including development of referral process, partnerships and purchase of services.

Implementation of French Language Services

Implementation and delivery of French language services should be integrated into the day-to-day operations and culture of health service providers. By-laws, policies and procedures, communication strategy, planning processes, etc. should be reviewed for their fit with French language services.

By-Laws

Organization's by-laws should reflect a commitment to the implementation and active offer of services in French. A representation from the Francophone community on the board (one Francophone for a 10-member board or less; and two for an 11-member board or more as per MOHLTC guideline) should be aimed for.

Policies

Internal policies and procedures should also be reflective of the organization's commitment to quality services in French.

- Human resources policies should be revised to include designation of positions, recruitment, hiring, testing of French-language skills, French-language training, etc.
- Communications policies should be revised to include translation of documents, signage, outreach strategy, etc.

Planning

When planning the development of a new service or the closure of another service, consider the impact on the Francophone community and its needs and concerns. As done with the general population, reach out to the Francophone community to receive feedback.

It is important to develop a protocol to serve Francophone patients/clients. The protocol should be based on the identification of the language of patients/clients, adapted to the organization's capacity to deliver services in French, contained interim measures and review regularly. This could take the form of a written step-by-step procedure or a graphical path (similar to a visual stream map).

The *Self-Assessment Tool – Implementation of French Language Services* on pages 129–133 could be a useful tool.



Providing service of equivalent quality in both official languages is a matter of professionalism, respect, integrity and social justice.”

Dyane Adam, *National Report on Service to the Public in English and French: Time for a Change in Culture*, p. 4.

What about Non-Identified Organizations?

Non-identified HSPs have no *corporate* obligation to plan and implement services in French. However, all LHIN-funded HSPs have a requirement to serve all population groups, including the Francophone population, in a culturally competent manner and be responsive to their needs. As well, as part of all accountability agreements with the LHIN, non-identified health service providers are also required to provide a report to the LHIN that outlines how they address the needs of their local Francophone community.

Here are a few questions to consider when addressing the needs of the local Francophone community.

- Does the organization have a process in place to identify French-speaking patients/clients?
- What methods does the organization use to respond to a request for services in French?
 - › Use of family member.
 - › Use of volunteer as interpreter.
 - › Use of professional interpretation services.
 - › Refer to other HSPs that provide services in French.
- Is there a process in place in the organization to identify French-speaking staff members and volunteers?
 - › Does the organization have direct service staff able to provide services in French?

Non-identified HSPs can apply the same principles relevant to identified organizations and use the information found in this toolkit to help them serve the needs of the Francophone population.

Section 3

List of Appendixes

List of Identified and Designated HSPs for the provision of French Language Services, Erie St. Clair LHIN

List of Identified HSPs for the provision of French Language Services South West LHIN

HSP FLS Implementation Plan Template

Designation Plan

Designation Process

A Self-Assessment Tool – Implementation of French Language Services

Section 4

Human Resources

Section 4

Human Resources

Bilingual human resources are essential to successful delivery of quality services in French.

Steps in Building a Bilingual Staff Complement

- Identifying existing capacity.
- Defining needs.
- Hiring for designated and non-designated positions.
- Retaining bilingual staff.

Identifying Existing Capacity

Most HSPs have French-speaking staff in their organization, but they are not aware of it. Start by developing the linguistic profile of existing staff, and then do the same with all new employees.

Methods of Evaluating Language Skills

Self-Assessment

Employees are asked to indicate their level of proficiency based on definitions of the different levels of competence as established by the Government of Ontario. A sample self-assessment tool and definitions of proficiency levels are provided on pages 143–144.

Informal Evaluation

This method involves one staff member with superior French-language skills asking questions in French to another staff member. Using definitions of levels of competence on pages 143–144, the first staff member assesses language skills of the second employee. This method is usually used during the interview process, but it could also be used to establish the linguistic profile of all staff members. The Erie St. Clair or South West LHINs' French Language Services Coordinator can also support HSPs with an informal evaluation of language skills.

Formal Evaluation

This method involves hiring a professional evaluator to conduct a formal linguistic evaluation based on strict criteria and is usually used as part of the hiring process for designated positions. In a unionized workplace, this method should be privileged to avoid potential grievances. The Erie St. Clair or South West LHINs' French Language Services Coordinators can provide some assistance to HSPs in finding professional evaluators.



1. Bona fide occupational requirement

The Ontario Human Rights Commission recognizes that proficiency in a certain language may be a reasonable and legitimate requirement for employment... Fluency in a particular language could be a bona fide requirement in some employment or service situations."

Ontario Human Rights Commission,
[www.ohrc.on.ca/en/policy-discrimination-and-language/
language-related-grounds-discrimination-ancestry-
ethnic-origin-place-origin-race](http://www.ohrc.on.ca/en/policy-discrimination-and-language/language-related-grounds-discrimination-ancestry-ethnic-origin-place-origin-race).

Defining Needs

Using a template such as the one provided on pages 145–146, develop a human resource plan for each department.

Looking at the staff complement, determine the number of French-speaking staff members needed to provide services in French. Consider all the different job categories as well as coverage during vacation or illness. Francophone clients/patients should have access to comprehensive services in French during all hours of operations.

Designate these positions for the delivery of services in French and make proficiency in French a job requirement. The next time these positions become vacant, look for bilingual candidates. In the meantime, encourage employees holding these positions to learn French, if they are not bilingual. Please refer to Section 5 for more information on French language training.

Once positions have been designated, establish the linguistic profile, oral and written, for each position. Consider the role and nature of contact with patients/clients and the public. As an illustration, for a communication officer in charge of preparing press releases and communicating with the media, superior oral and written skills are a must and for a triage nurse at the emergency department, superior oral skills are required. A minimum of an advanced level is required to communicate with ease.

For more information, please refer to *Staffing and Managing Designated Positions, A Practical Guide for Managers* produced by the Office of Francophone Affairs on pages 147–167.

Hiring for Designated and Non-Designated Positions

When a position becomes vacant, if it is a designated position, ensure that proficiency in French is a requirement and include in the job description and posting a statement such as “This is a designated position. Proficiency in Canada’s two official languages is required.” The job posting should be available in both English and French. If the position is not designated, a statement like “Priority consideration will be given to candidates who are proficient in Canada’s two official languages” or “Proficiency in French is an asset” could be added.

When advertising, consider placing the posting in English and French newspapers. There are French community newspapers in a number of communities across Ontario and Canada (see list on pages 357–359). Locally, *Le Rempart* with a circulation of 7,500 serves the Windsor-

Essex-Chatham-Kent area and *L'Action* with a circulation of 4,000 serves the London-Sarnia area (marketing@altomedia.ca).

Other options to advertise:¹⁰

- *Employment Options Emploi*, bilingual employment services offered through Collège Boréal in Windsor (519 988-1766 or 519 252-1308) and London (519 672-1562).
- *CliquezSanté*, www.cliquezsante.ca/en.
- *Le bloc-notes*, leblocnotes@nexussante.ca.
- *TFO*, Ontario French public television, www.tfo.org (requires a facebook account).
- *Thehealthline.ca*, www.southwesthealthline.ca, in the South West LHIN area – in the Health Careers section.
- *Thehealthline.ca*, www.erieclairhealthline.ca, in the Erie St. Clair LHIN – job posting option to be available soon.
- *HealthForceOntario*, www.hfojobs.ca/default.aspx.
- Colleges and universities offering specific programs are an excellent way of reaching out to new or recent graduates and alumni. There are several colleges and universities offering French post-secondary education programs (see list on page 355).
- Secrétariat international des infirmières et infirmiers de l'espace francophone (SIDIEF), info@sidiief.org.
- Email distribution.
- *LinkedIn*.
- *Charity Village* and other similar websites.
- Erie St. Clair LHIN website, 519 351-5677.

Retaining Bilingual Staff

Increased job satisfaction will help with the retention of bilingual staff. They are more likely to remain in the organization's employ when:

- Delivery of services in French is part of their normal duties and French-speaking patients/clients are assigned to them.
- Delivery of services in French is not an additional workload.
- French-language training opportunities are offered.
- Professional development opportunities in French are available.
- Etc.

The *Regroupement des intervenantes et intervenants francophones en santé et en services sociaux de l'Ontario* (RIFSSSO) has developed a useful HR Support Kit, available online at www.rifssso.ca/ressources/publications/ressources-docs/trousse-d%E2%80%99appui-rh-vers-un-service-bilingue/.

¹⁰ The list is not comprehensive.



Section 4

List of Appendixes

Staff Survey – French-language skills

French Language Oral and Written Capability Levels

Human Resources Plan

Staffing and Managing Designated Positions, A Practical Guide for Managers

Section 5

Training

Section 5

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.quebec.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.

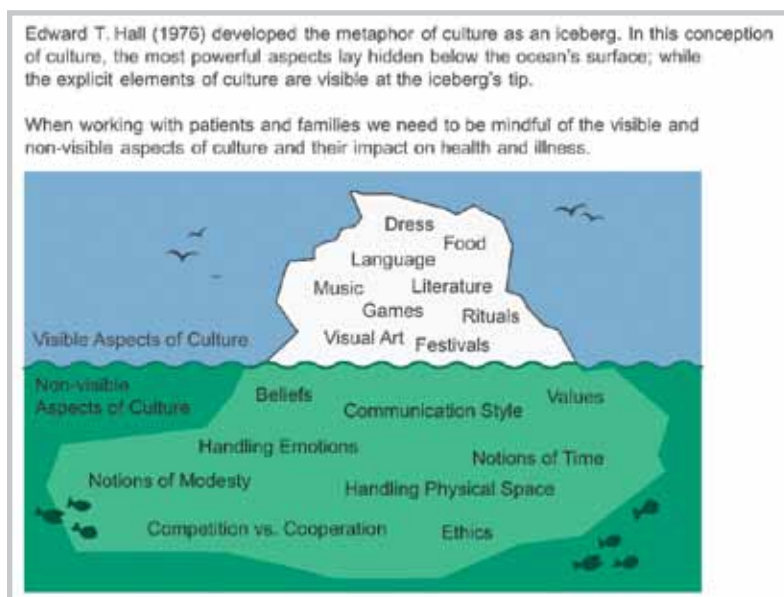
Cultural and Linguistic Competence¹²

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

Section 6

Translation and Interpretation

Section 6

Translation and Interpretation

Translation Services

Written material is a good way to communicate with patients/clients, often supporting the information provided orally. This is of particular importance when direct services are not available in French where written documents often become the only information understood by patients/clients.

Consent and intake forms, facts sheets, discharge instructions, pamphlets, signage and websites are a few examples of documents that should be made available in French. The chart on pages 191–194, produced by the Government of Ontario as part of its *Communications in French Guidelines, 2009* highlights requirements for each type of communication. Use it as a guide.

Translation is a fine art of balancing the character of the original language and giving it new life in a fresh language. Translators are language professionals who have received extensive training. Written documents should also be adapted to the target audience to take into consideration their literacy level, their regional characteristics, their culture, etc.

Costs of translation services should be included into the organization's operational budget and/or project budget.

To Find Qualified Translators

The *Association of Translators and Interpreters of Ontario* (ATIO) maintains a directory of certified translators and other language professionals. The directory is accessible online and is searchable by language combinations, by region, by specialization, etc. Please visit www.atio.on.ca.

The Erie St. Clair or South West LHINs' French Language Services Coordinators can also provide some assistance to HSPs in finding qualified translators.



It is a serious misconception to assume that a person who has fair fluency in two languages will, by virtue of that fact alone, be consistently competent to translate between them."

en.wikipedia.org/wiki/Translation

MOHLTC-Sponsored Translation Services

At present, the MOHLTC French Language Services Office funds a provincial network of translators. The translation network:

- **Is available only to identified and designated health service providers.**
- Offers free translation services from English to French of admissible documents.
- See translation guidelines and request form on pages 195–211.
- For more information, contact Louise Baillargeon, Translation Service Administrator/Translator, at lbailargeon@niagarahealth.on.ca or 905 732-6111, ext. 32313.

The translation network maintains a master list of translated documents that are of a general nature on a variety of health subjects and therefore, can be useful to many organizations. Contact the original authoring organization to get permission to use or adapt any document on the list. To receive a copy of the master list, please contact Louise Baillargeon at lbailargeon@niagarahealth.on.ca or (Ms.) Jean Carrière at jdcARRIERE@sensenbrennerhospital.on.ca.

Interpretation Services

Sometimes the only way to communicate with patients/clients is through the words of an interpreter. Although it will never replace direct health services, interpretation is a good way to ensure more effective communication between professionals and their patients/clients. Many organizations already use interpretation to overcome language barriers.

Use of staff members as interpreters is discouraged as it may require them to act outside of their scope of practice. For example, a radiation technologist asked to help out at the triage assessment in the emergency department. Bilingual staff members should be called upon to provide direct services in French as part of their normal duties. Similarly, use of family members is also discouraged as it places the patient/client in an uncomfortable position, having to share private and personal medical information. Use of professional interpreters is highly recommended as it ensures quality, safety and privacy of care. Interpreters are professionally trained and certified. Some interpreters have taken additional training in medical or legal interpretation.

For Francophone patients/clients, interpretation is seen as an interim solution, to be used only until services can be delivered in French by a French-speaking professional.

To Find Qualified Interpreters

- In the Windsor-Essex area: *Multicultural Council of Windsor and Essex County*, 519 255-1127, www.themcc.com (over 50 languages).
- In the London area: *Across Languages*, 519 642-7247, www.acrosslanguages.org (over 74 languages).
- **Language Services Toronto**
More than 30 health care organizations, from hospitals to primary care providers and community support service providers, in the Toronto Central, Central, Central East, Central West and Waterloo Wellington LHIN areas, have recently partnered to buy telephone interpretation services. The program is called *Language Services Toronto* and is managed by the *University Health Network*. *Language Services Toronto* is being supported by the RIO Network, which is a Toronto-based not-for-profit social enterprise, who has partnered with a larger provider, *Language Line*, to provide immediate access to 175 languages 24 hours a day, 7 days a week. All interpreters are qualified medical interpreters. For more information, please see *Language Services Toronto: Information for Interested Participants* on pages 213–215. The Erie St. Clair or South West LHINs' French Language Services Coordinators can assist interested HSPs in joining the partnership.



Section 6

List of Appendixes

Chart taken from the *Communication in French Guidelines*

Revised Translation Service Guidelines

Request for Service

Fact Sheet, Language Services Toronto

Interpretation Guide for Health Care Professionals

Section 7

Legislation regarding
French Language Services

Section 7

Legislation regarding French Language Services

Our two official languages, English and French, are fundamental characteristics of our Canadian identity. This is why throughout its history, our country has passed laws and adopted policies to better protect and promote its official languages. In Ontario, the *French Language Services Act* (FLSA) guarantees the rights of the Franco-Ontarian population.

French Language Services Act

The *French Language Services Act, R.S.O. 1990* guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in 25 designated areas (see pages 249–250).

The preamble of the FLSA *recognizes the contribution of the cultural heritage of the French-speaking population and wishes to preserve it for future generations.*¹³

*"In the Lalonde case (also known as the Montfort case), the Ontario Court of Appeal established that... the FLSA must be interpreted in light of the fundamental constitutional principle of respect for and protection of minorities. Consequently, it must be interpreted broadly and liberally, in accordance with its objectives of promoting and protecting Ontario's Francophone community. The Ontario Court of Appeal also recognized the quasi constitutional nature of the FLSA."*¹⁴

Under the FLSA, all services that are provided to the public by a ministry or agency of the Government of Ontario should be made available in French in the government offices located in or serving a designated area. In the Erie St. Clair LHIN, designated areas include the City of Windsor, the towns of Belle River and Tecumseh, the townships of Anderdon, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester as well as the town of Tilbury and the townships of Dover and Tilbury East. In the South West LHIN, designated areas include the City of London. As crown corporations of the Government of Ontario, Local Health Integration Networks (LHINs) are subject to the FLSA. They must ensure that their services and the services they fund are available in French to the Francophone population.

¹³ *French Language Services Act, R.S.O. 1990.*

¹⁴ *Special Report on French Language Health Services Planning in Ontario*, p. 13.

Agencies that are partially funded by the province (hospitals, daycare centers, group homes, etc.) are not automatically subject to the FLSA. These agencies may ask to be officially designated, in which case Cabinet will pass a regulation to designate them as official providers of services in French.¹⁵

As just noted, health service providers are not automatically subject to the FLSA. The LHIN has the authority to identify any or all of its providers, as recipients of public funding, to plan and deliver their services in French and to report on their progress to the LHIN. The long-term goal is to bring these “identified” providers to ask for designation under the FLSA.

Please refer to the FLSA and its regulations on pages 225–247.

Local Health System Integration Act, 2006

In its preamble, the *Local Health System Integration Act* (LHSIA) declares that: “The people of Ontario and their government believe that the health system should be guided by a commitment to equity and respect for diversity in communities in serving the people of Ontario and respect the requirements of the *French Language Services Act* in serving Ontario’s French-speaking community.” The Erie St. Clair and South West LHINs, as all LHINs in Ontario, work to support both the LHSIA and the FLSA.

Please refer to the LHSIA and regulation 284/11 on pages 251–276.

French Language Health Planning Entities

Under LHSIA, LHINs have an obligation to engage the French Language Health Planning Entity (FLHPE) in their geographic area. Six entities have been created across the province. Locally, one entity covers both Erie St. Clair and South West LHIN areas.

The mandate of FLHPEs is to advise the LHINS on:

- *methods of engaging the Francophone community in the area;*
- *the health needs and priorities of the Francophone community in the area, including the needs and priorities of diverse groups within that community;*
- *the health services available to the Francophone community in the area.*
- *the identification and designation of health service providers for the provision of French language health services in the area;*
- *strategies to improve access to, accessibility of and integration of French language health services in the local health system; and*
- *the planning for and integration of health services in the area.¹⁶*

¹⁵ Office of Francophone Affairs,
www.ofa.gov.on.ca/en/flsa.html

¹⁶ O. Reg. 515/09, s.3 (1).

For more information on the Erie St. Clair/South West French Language Health Planning Entity, please see pages 277–278 or visit their website at www.entitel.ca.

Office of Francophone Affairs

The Office of Francophone Affairs (OFA) works with the ministries to ensure that the FLSA is applied. It ensures that the public has access to services in French in the 25 designated areas and provides information on the province's Francophone population to other levels of government and the public.

Specifically, the OFA:

- *Supports the Minister Responsible for Francophone Affairs in the development of French-language services, policies and programs that meet the needs of Ontario's Francophones;*
- *Provides expert advice on matters relating to Francophones and the delivery of French-language services;*
- *Gathers and provides information on Ontario's Francophone community;*
- *Acts as a link between the Francophone community and government ministries and their agencies.¹⁷*

To read more on the OFA, visit www.ofa.gov.on.ca/en/ofa.html.

French Language Services Commissioner

The Office of the French Language Services Commissioner is an agency of the Government of Ontario. Its primary mandate is to ensure compliance with the FLSA in the delivery of government services. As such, the French Language Services Commissioner conducts independent investigations under the FLSA, either in response to complaints or on his own initiative, prepares reports on his investigations and monitors the progress made by government agencies in the delivery of French-language services in Ontario.

The French Language Services Commissioner reports directly to the Minister Responsible for Francophone Affairs. He advises the Minister and makes recommendations to the Minister with respect to the application of the Act. Working independently of the Office of Francophone Affairs, the Office of the French Language Services Commissioner's primary roles are:

- *To listen to the Francophone population;*
- *To receive and handle complaints and to follow up on them;*

¹⁷ Office of Francophone Affairs,
www.ofa.gov.on.ca/en/ofa.html.

- To increase the public service's awareness of the public's expectations;
- To exercise its powers of investigation and to make recommendations with respect to the delivery of French-language services;
- To advise the Minister and make recommendations to her.¹⁸

To learn more about the French Language Services Commissioner and to read his annual and special reports, please visit www.flsc.gov.on.ca/en.

Health Equity Impact Assessment (HEIA)

The Ministry of Health and Long-Term Care has identified equity as a key component of quality care. The Ministry has developed HEIA to support improved health equity, including the reduction of avoidable health disparities between population groups. HEIA also supports improved targeting of health care investments—the right care, at the right place, at the right time.

HEIA is a decision support tool which walks users through the steps of identifying how a program, policy or similar initiative will impact population groups in different ways. HEIA surfaces unintended potential impacts. The end goal is to maximize positive impacts and reduce negative impacts that could potentially widen health disparities between population groups—in short, more equitable delivery of the program, service, policy etc. Effective use of HEIA is dependent on good evidence.

The HEIA tool that has been developed by MOHLTC has four key objectives:

1. *Help identify unintended potential health equity impacts of decision-making (positive and negative) on specific population groups;*
2. *Support equity-based improvements in policy, planning, program or service design;*
3. *Embed equity in an organization's decision-making processes;*
4. *Build capacity and raise awareness about health equity throughout the organization.*¹⁹

For more information, please see the HEIA Tool on pages 279–332 or visit www.health.gov.on.ca/en/pro/programs/heia/tool.aspx.

Impact of Language Barriers

Language barriers put not only the patient at risk, but also the health service provider, and they jeopardize the safety of the patient. Communication problems may lead to:

- *reduced patient compliance;*

¹⁸ French Language Services Commissioner, www.csf.gouv.on.ca/en/mandat/.

¹⁹ MOHLTC, www.health.gov.on.ca/en/pro/programs/heia/.

- *reduced access to preventative care/services;*
- *mistaken diagnosis/medical errors;*
- *increased numbers of tests/medical consultations;*
- *negative health repercussions;*
- *critical incidents;*
- *lower patient and provider satisfaction; and*
- *higher healthcare costs.*²⁰

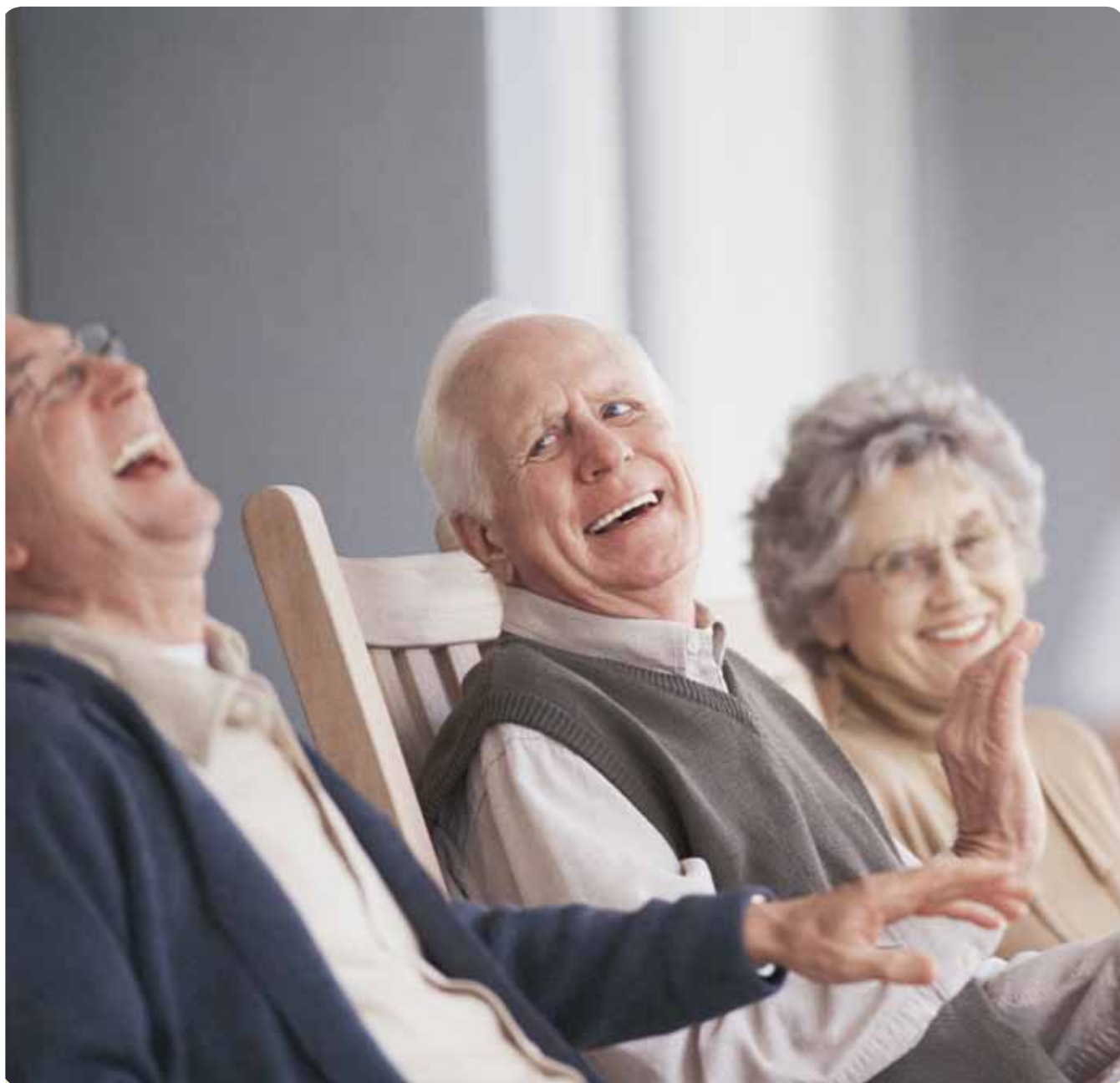
By removing language barriers, health service providers will not only improve health outcomes of the Francophone population but also contribute to the betterment of the health status of the whole community.



Language barriers have been demonstrated to have adverse effects on access to health care, quality of care, rights of patients, patient and provider satisfaction, and most importantly, on patient health outcomes. ((...)) There is also evidence that language barriers contribute to inefficiencies within the health system.”

Sarah Bowen, *Language Barriers in Access to Health Care*, Health Canada, 2001.

20 Bowen, S. and J. Roy. *Intégration des services d'interprétation dans la gestion des risques*, p. 6.



Section 7

List of Appendixes

French Language Services Act

Ontario Regulation 407/94

Ontario Regulation 398/93

Ontario Regulation 671/92

Ontario Regulation 284/11

Map of Designated Areas

Local Health System Integration Act

Ontario Regulation 515/09

Erie St. Clair/South West French Language Health Planning Entity

Health Equity Impact Assessment (HEIA) Workbook

French Language Services Supplement

HEIA Template

Section 8

thehealthline.ca

Section 8

thehealthline.ca

Thehealthline.ca is an information database on health services and health resources managed by Community Care Access Centres (CCACs). Available in English and in French, it is a valuable tool, for consumers, CCAC staff members, other health professionals, the LHINs and the system as a whole.

Thehealthline.ca was developed in 1992 as an innovative partnership between hospitals, the health unit and the CCAC in London, Ontario. The tool was adopted by CCACs across the province, and deployment should be completed in the summer of 2013.

In the South West LHIN area, recent additions and enhancements to the [SouthWesthealthline.ca](#) have increased the capacity to search and access French language services information and resources. In the Erie St. Clair LHIN area, enhancements to the French section of the [ErieStClairhealthline.ca](#) are expected in the coming year.

Please refer to the attached fact sheets for more information on [thehealthline.ca](#) in Ontario and specifically in the South West LHIN area.

Section 8

List of Appendixes

Introducing thehealthline.ca to Ontario

French Language features on SouthWesthealthline.ca

Section 9

Resources

Section 9 **Resources**

Promotional Material

Francophone Resources in Erie St. Clair LHIN

Francophone Resources in South West LHIN

Support Networks and Organizations

Online Advertising

Bilingual or French-language universities and colleges in Ontario

French media per regions in Ontario

Rifssso

cliquezsante.ca

Répertoire des services en français du sud-ouest de l'Ontario

Evaluation of Toolkit and Comments

Name of organization: _____

Name of respondent: _____

Email: _____

For each of the 16 questions below, please put an **X** in the box under the heading that best matches your answer.

How would you rate	Poor	Fair	Very Good	Excellent
The usefulness of the toolkit				
The appearance of the toolkit				
The user-friendliness of the toolkit				
The quality of the toolkit				

How clear is the information in the FLS toolkit with respect to the following	Not at all clear	Somewhat unclear	Somewhat clear	Very clear
The Francophone community				
The active offer of French language services				
The four key result areas defined by the Ministry				
Your requirements as a health service provider				
thehealthline.ca				

See over ►

How likely are you to use the following tools	Will not use	Might use	Will definitely use	Not Applicable
Promotional items for developing an active offer of French language services (badges, lanyards, signs)				
Fact Sheets on Active Offer				
A Self-Assessment Tool – Implementation of French Language Services				
Staff Survey – French Language Skills				
French language services implementation plan				
Human resources plan				
Health Equity Impact Assessment tools				

What would make the resources more useful?

Please provide any additional comments below:

Please forward to your French Language Services Coordinator.

For Erie St. Clair, Marthe Dumont,
180 Riverview Drive, Chatham, ON N7M 5Z8
Marthe.Dumont@lhins.on.ca.

For South West, Suzy Doucet-Simard,
201 Queens Avenue, Suite 700, London, ON N6A 1J1
Suzy.Doucet-Simard@lhins.on.ca.

Evaluation of Toolkit and Comments
