



CLIENT AND FAMILY INFORMATION SHEET:

## Access to Health and Social Services in Official Languages Standard

**The CAN/HSO 11012:2018 Access to Health and Social Services in Official Languages Standard** provides guidelines of excellence to help organizations aim to improve access to health and social services across the continuum of care in Canada's two official languages – French and English.

Typically, official language communities encountering communication challenges are more likely to:

- Receive a lower quality of health care generally
- Have decreased access to adequate primary care or health prevention
- Have increased risk of non-compliance with treatment plans
- Experience higher rates of infectious disease and infant mortality
- Underreport risk factors for serious and often chronic diseases, such as diabetes and heart disease
- Experience longer lengths of hospital stay
- Have decreased satisfaction with services
- Have increased likelihood of adverse events



## What should I expect from health and social service organizations applying this standard?

As a member of a one of Canada's official language communities:

- ✓ I am actively offered health and social services in my preferred or required language by a trained bilingual staff.
- ✓ My right to receive health and social services in my preferred or required official language is heard, upheld and supported.
- ✓ My voice is heard, acknowledged, and respected to the greatest extent possible, in all aspects of service delivery or research participation.
- ✓ I am invited to fully participate in the development and maintenance of the organization's language access plan.
- ✓ Members on my care team are trained bilingual people and help me feel safe.
- ✓ The organization and service providers help remove or minimize language barriers.
- ✓ Service quality and accessibility is constant regardless of my identified language of preference or need.

**HSO is committed to ensuring that every process and outcome of our work is informed, influenced and shaped by the people for which they matter most.** Partnerships with people including patients, clinicians, administrators, academics and policy makers are therefore formed to ensure we co-design, develop and deliver the best possible products and services.

Join the movement by applying to our technical committees, reviewing our standards up for public review at <https://healthstandards.org>



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