



**ACCREDITATION
AGRÉMENT**
CANADA

OFFICIAL LANGUAGES RECOGNITION PROGRAM (OLRP)

Take the next step on your journey to language accessibility.

Accreditation Canada's Official Languages Recognition Program (OLRP) supports and awards organizations that are committed to improving access to health and social services in official languages.

Language barriers and miscommunication in health and social service settings lead to misdiagnosis, treatment delays, lack of user satisfaction, official complaints, penalties, and poor health outcomes.

These issues highlight the importance of investing in the right tools, processes, and training to enable efficient communication between the people providing the services, and the people receiving them.

The OLRP empowers health and social service organizations to:

- ▶ Receive tailored program support
- ▶ Improve official-language accessibility
- ▶ Mitigate miscommunication risks
- ▶ Reduce barriers to accessing safe care
- ▶ Access bilingual expert-developed content
- ▶ Expand their offer of services
- ▶ Increase security, quality, and efficiency
- ▶ Get unlimited access to online resources
- ▶ Show commitment to health equity
- ▶ Benefit from most current guidelines

Visit the Accreditation Canada eStore to join the OLRP today and improve the ways in which you serve the needs of your clients and patients.

How does the program work?

Participating organizations join a multilevel progressive learning journey that consists of assessing and improving the organization's official-language accessibility competencies. Canadian health and social service organizations can enroll one, several, or all of their programs and services to participate in the OLRP starting at Competency Level 1 (Discovery), where they perform a self-assessment using the OLRP Assessment Tool while gaining access to resources.

How does this program integrate with our current language accessibility efforts?

Not only will you be recognized for increasing access to health and social services in Canada's official languages, the OLRP will support you in leveraging current guidelines, Quality Improvement Practice Plans (QIPPs), and additional resources to further develop official-language accessibility competencies gradually by implementing evidence-informed guidelines through continuous learning concepts.

Who developed this program?

This program is developed by Accreditation Canada in collaboration with its affiliate HSO, an international, not-for-profit accrediting body, cumulating over 60 years of quality and safety experience across health and social services. The program is informed by National Standards of Canada relevant to Access to Health and Social Services in Official Languages, a standard which was commissioned by Société Santé en français and supported by the Government of Canada (Health Canada). This initiative is made possible thanks to a financial contribution from Health Canada.

Why is this the right time to participate?

Your staff, clients and the general public, now more than ever, require ongoing transparency on your commitment to health and safety.

By showing your commitment to continuously improving official-language accessibility, you are building trust with your clients and local communities.

Previous accreditation experience is not a prerequisite. Organizations can maintain Level 1 as long as they wish, and they may choose to progress to Level 2 (Foundational) when they are ready for peer evaluation.

How much does it cost to participate in the program?

With the program objective of increasing the offer of health and social services in the user's preferred or required official language, the program is affordable for health and social service organizations. The program starts at \$499 and supports your quality improvement practices for the well-being of your patients and clients.

About us

Accreditation Canada delivers a wide range of high-impact assessment programs for health and social service organizations, powered by HSO, and customized to local needs. We work with more than 900 expert peer evaluators with extensive health care and social services experience, trained in Accreditation Canada's customized continuous assessment program.

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