

FOR SERVING FRANCOPHONE CLIENTS



IDENTIFY ONE OR MORE CHAMPIONS

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- Be sensitive to the realities, challenges and rights of Francophone minority communities.
- Assume a leadership position within the organization by shaping the actions to be taken to foster an organizational culture to the needs of Francophones.
- Develop an action plan successfully implement winning strategies within the organization.
- Share key project indicators and organizational progress in implementing winning strategies with the Ontario Health Team on an annual basis.

 **Key indicator:** # of champions in the organization

EMPOWER STAFF MEMBERS

- The champion completes the orientation training offered by the Réseau du mieux-être francophone du Nord de l'Ontario on implementing winning strategies.

- All staff members complete the online training on the active offer of health services in French, available on activeoffertraining.ca
- Staff members are informed of the procedures in place to successfully master each of the winning strategies adopted by the organization.
- Online training on the active offer is an action to be completed by all new staff members.

Key indicators: # of staff members who have completed training on the active offer of health services in French

IDENTIFY STAFF MEMBERS ABLE TO PROVIDE SERVICES IN FRENCH

- All staff members complete a self-assessment of their French language proficiency.

- All staff members complete the online training on the active offer of health services in French, available on activeoffertraining.ca
- Team managers are aware of which members of their staff have French language proficiency on every shift.
- All staff members with French language proficiency wear "je parle français" identification in the work area at all times.
- All staff members with French language proficiency have a bilingual electronic signature.

Key indicator: # of staff members able to provide services in french

IDENTIFY FRANCOPHONE CLIENTS

- Greet clients in both official languages at all times *"Bonjour! Hi!"*

- On first contact, ask the client about his or her mother tongue.
- From the very first contact, ask the client in which language he or she is most comfortable receiving health care services.
- Include, in the client's file, information on his or her mother tongue and the language in which he or she is most comfortable receiving health care services.
- Staff members are aware of the language in which the client is most comfortable receiving their services before beginning treatment.

Key indicators: # of clients whose mother tongue is French : # of clients who are more comfortable receiving their health services in french

MATCH FRANCOPHONE CLIENTS WITH STAFF MEMBERS ABLE TO PROVIDE SERVICES IN FRENCH

OR

REFER FRANCOPHONE CLIENTS TO ANOTHER PROVIDER OFFERING EQUIVALENT SERVICES OF EQUAL QUALITY IN FRENCH

- Match Francophone clients with staff members who have sufficient French-language proficiency (advanced level).

- Pair bilingual staff members with unilingual English-speaking staff members in similar positions, to offer French-language services to Francophone at all times.

Key indicator : # of francophone clients served in French ; # of French-speaking clients provided with professional interpretation services

- Develop formal referral agreements with other health service providers who offer similar services in French.
- Develop a formal process to ensure that transfers/referrals of Francophone clients to French-language service providers take place without penalizing them in terms of service quality and waiting time before receiving the required services.

Indicateur clé : # de clients francophones référés chez un partenaire pour des services en français ; # of French-speaking clients matched with staff able to offer services in French

MEASURE RESULTS

- Incorporate a question on satisfaction with services received in French into the customer satisfaction survey.

- Measure and share key indicators of winning strategies with your Ontario Health team on an annual basis.
- Annually identify and share with your Ontario Health team your services available in french (if applicable).

Key indicators : # of Francophone clients satisfied with French-language services received ; # of services available in French