Name of the organization : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Plan created on : | Approved by : | Approval date : |
| Name(s) of person/people in charge of the plan : | Review dates : |

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| **Winning strategies** | **Self-evaluation of the winning strategies already in place in your organization** | **Objective(s) to achieve** | **Action(s) to achieve objectives** | **Person(s) involved** | **Deadline** |
| Identify Francophone clients | ☐ | Do you ask the client/patient about his or her mother tongue at the first point of contact? |  |  |  | Click to enter a date |
|  | ☐ | Do you ask the client/patient in which official language they feel most comfortable receiving services at the first point of contact? |  |  |  |  |
|  | ☐ | Do you have a process that enables your staff to determine the client's language needs throughout their stay in your establishment? |  |  |  |  |
|  | ☐ | Do you have policies and procedures that support the capture of the linguistic variable in the patient/client file? |  |  |  |  |
| Identify staff members with French language proficiency | ☐ | Do you have policies and procedures that support the identification of staff with French language skills? |  |  |  | Click to enter a date |
|  | ☐ | Do you use a self-assessment tool to help your staff identify their French language skills? |  |  |  |  |
|  | ☐ | Is the information on your staff's French language skills included in their employee file? |  |  |  |  |
|  |[ ]  Do you have an internal mechanism, or do you use the services of an accredited language assessment center, to formally assess staff members who report their French oral proficiency at Advanced-minus level (perfectible) and above (see Tool 1)? |  |  |  |  |
|  |[ ]  Do you have an updated list of staff with French language skills? |  |  |  |  |
|  | ☐ | Is the list of your staff with French-language skills easily accessible to staff members responsible for matching French-speaking clients? |  |  |  |  |
|  | ☐ | Do members of your staff who have French language skills wear a "Je parle français" identification or are they easily identifiable to clients? |  |  |  |  |
| Match Francophone clients with staff members able to provide services in French (when applicable) | ☐ | Do you have policies and procedures that support your process of matching clients who are more comfortable receiving their services in French with your staff who have French language skills? |  |  |  | Click to enter a date |
|  | ☐ | Do you have contingency measures in place when there is no staff available to deliver services in French for the requested service? |  |  |  |  |
|  | ☐ | Do you have policies and procedures that support your contingency measures to ensure an active offer of your health services in French? |  |  |  |  |
| Refer clients who are more comfortable receiving their services in French to another provider who offers the same quality services in French | ☐ | Do you have a formal referral agreement for your French-speaking clients with one or more health service providers that offer the same quality of service in French? |  |  |  | Click to enter a date |
|  | ☐ | Do you have policies and procedures to support your referral process for Francophone clients? |  |  |  |  |
| Measure results | Does your organization measure the following key indicators: |  |  |  | Click to enter a date |
|  | ☐ | % of customers whose mother tongue is French. |  |  |  |  |
|  | ☐ | % of customers who are more comfortable receiving their health care services in French. |  |  |  |  |
|  | ☐ | % of employees with French language skills. |  |  |  |  |
|  | ☐ | % of French-speaking clients served in French in my organization. |  |  |  |  |
|  | ☐ | % of clients referred to a partner provider for French-language services. |  |  |  |  |
|  | ☐ | % of clients satisfied with French-language health services received. |  |  |  |  |
|  | ☐ | % of clients whose mother tongue is French, but who have chosen to receive their health care services in English. |  |  |  |  |
|  | ☐ | Number of complaints or compliments regarding French-language health services. |  |  |  |  |