





IDENTIFY A STAFF MEMBER RESPONSIBLE FOR THE LINGUISTIC PROTOCOL IMPLEMENTATION







TRAIN STAFF MEMBERS

- 1. The Active Offer of French Language Health Services:
- 2. Implementation of winning strategies.



ADOPT WINNING STRATEGIES

- Identify Francophone clients;
 Identify staff members with French language proficiency;
 Match or refer Francophone clients;
 Measure results.



EMPOWER STAFF MEMBERS

Tools are available to facilitate the implementation of each winning strategy within your organization.







