

Matching Francophone Clients with staff members able to provide services in French



Policies bring direction, consistency, accountability, efficiency and clarity to the way an organization operates.

Creating policies and procedures based on the linguistic protocol proposed by the Kids Come First Health Team will enable your organization to ensure the sustainability of this protocol in its organizational practices. They will also help your new board members and employees to quickly understand how the linguistic protocol functions within the organization, and what is expected of them in this respect.

Here is a sample of policy statements relating to the linguistic protocol:

Policies on the linguistic protocol of the Kids Come First Health Team

1. Services in the client's official language

- 1.1. A mechanism is in place to capture and record the linguistic identity and the language in which clients are most comfortable receiving their services from the very first point of contact;
- 1.2. Clients who need health services in French are matched with a staff member who possesses the required qualifications and French-language skills at the Advanced minus level (perfectible) or above;
- 1.3. If there is no French-speaking staff member available to provide the service requested, the client is referred to another health service provider capable of offering the same quality of service in French;
- 1.4. A formal referral agreement is established with one or more health service providers offering the same quality health services in French;
- 1.5. A process is in place to inform staff about the professionals in the organization who have the required level of French proficiency to serve patients who require French language health services.

2. Communication

- 2.1. Staff members who are proficient in French wear identification badges. There are bilingual signage in offices, business cards and electronic signatures, informing clients and their family of their ability to communicate in French.

3. Recruitment and staffing

- 3.1. A self-assessment of French language skills corresponding to the Government of Ontario's recommended French language proficiency levels is completed by all employees and added to their employee files;
- 3.2. When an employee's level of French proficiency is equal to or above an Advanced minus (perfectible) level, the employee's language skills will be assessed by an external firm or by internal mechanisms;
- 3.3. [Agency Name] maintains an updated list of professionals proficient in French for each specialty;
- 3.4. Contingency measures are in place in situations where the capacity to provide services in French is insufficient.

4. Organizational training

- 4.1. [Agency Name] is committed to offering training on the linguistic protocol to all employees, volunteers, professionals with treatment rights and the Board of Directors. This training will be offered (select as applicable):
 - during the initial orientation;
 - during the initial orientation with an annual recall;
 - at another time/frequency.

5. Governance and accountability

- 5.1. [Job title] is designated as the person responsible for implementing the linguistic protocol:
 - Ensure that the linguistic identity and language in which the client is most comfortable are captured and added to the patient's file;
 - Ensure that French-speaking clients are matched with a member of staff with the required qualifications and French-language skills at an advanced minus (perfectible) level or above;
 - Ensure referral of French-speaking clients to an external service provider with whom a formal referral agreement has been established when the requested French language service is not available;
 - Ensure that a self-assessment of French-language skills is completed by all employees and placed in their file;
 - Ensure the update of the list of bilingual employees;
 - Provide training on winning strategies to all employees;
 - Ensure that all employees receive training on the Active offer from the Réseau du mieux-être francophone du Nord de l'Ontario.
- 5.2. The Board of Directors/Governing Body receives an annual report on the key indicators of the language protocol's winning strategies, and ensures that new objectives are set to improve the active offer of French-language health services.

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