

IWK Health Centre French Language Services Plan

2009-2010

1. Name of designated Public Institution

IWK Health Centre
Halifax, Nova Scotia

2. Message from IWK President and CEO

The IWK Health Centre provides quality care to the women, children and youth of the Maritimes by bringing together care, research, teaching, and advocacy for the best results. In addition to tertiary (highly-specialized) care, the IWK also provides primary and secondary care services. The IWK is engaged in leading-edge research, the promotion of healthy families and the education of health professionals and other learners. We are among the region's strongest advocates for the health and safety of families.

The IWK Health Centre recognizes the need to connect families in ways that work best for them, respecting their individuality and unique backgrounds — including culture and language. We recognize and support diversity, and work to meet the diverse needs of all of our patients. As part of our Strategic Plan, we recently completed a diversity and inclusion strategy for the IWK focusing on human resources, organizational policies and patient care. Our intention is to become a culturally competent organization through the implementation of this strategy and ongoing work in this area.

The recognition of, and respect for, the cultural and personal values of IWK patients as partners in the health care process is intrinsic to the IWK's commitment to family-centred care. At the IWK, the patient and his/her family are key members of the health care team, and family is defined by each of our patients, not by the Health Centre. Language and cultural experience are important aspects of this care relationship, and respect for both are at the heart of our family-centred care philosophy.

We are pleased to provide the Government of Nova Scotia with our 2009-2010 French Language Services Plan, reflective of our continued commitment to providing the best care to all Nova Scotian and Maritime families. We hope that articulating our existing and future plans for French Language Services at the IWK will help support the Province's efforts to promote the development of the Acadian and Francophone community, and preserve the French language for future generations.

Anne McGuire
President & CEO
IWK Health Centre

3. How our institution's staff has been instructed to respond to verbal and written requests from the public to communicate in French

All requests/queries received in French at the IWK should be answered in French. We acknowledge the need to ensure more formal and consistent communication of this approach to all IWK staff (please see goal #3 in section 6 within Schedule "A" of the French Language Services Act).

Currently, for requests/queries received in French at the IWK, most areas attempt to respond directly in French using the services of a French-speaking staff member within their own area. When that is not possible (i.e. no French-speaking staff member is available), areas often request the assistance of the IWK's Coordinator of Bilingual Services to respond in French. If the Coordinator of Bilingual Services is unavailable, all requests will be responded to with the assistance of a French-speaking community health interpreter from Nova Scotia Interpreting Service [NSIS, formally known as Community Health Information – Interpretation Service (CHI-IS)].

Communications initiated by the IWK (e.g. letters or reports) to French-speaking families, or other care providers in distinctly French-speaking regions, are translated to French whenever possible, often engaging the support of the IWK's Bilingual Services. All documents received in French are either verbally or professionally translated, and placed on the patient's health record.

Queries received in French via the IWK website are responded to in French (either verbally or in writing). These French responses are enabled through IWK Bilingual Services or contact with a French-speaking staff member in the relevant area.

Queries received in French via the IWK Switchboard are managed by Switchboard staff, engaging the support of the Coordinator of Bilingual Services whenever necessary or the use of another in-house bilingual employee (per the IWK's in-house bilingual employee list).

4. French Language Services offered now

The IWK Health Centre has a designated position for a Coordinator of Bilingual Services. This individual provides interpretive services for patients, families and care providers throughout the IWK. In addition, the Coordinator provides families with emotional support in their first language, acts as their advocate at the IWK, and functions as their liaison with community health care providers and care providers at the Health Centre.

In addition, the IWK provides the following French Language Services:

- Maintenance and circulation of a list of French-speaking care providers at the Health Centre as well as a list of French volunteers that visit patients/families while at the Health Centre
- A French website component, including information in French on more than 100 IWK care services

- A collection of French resources for patients and families (as well as staff) within our Family Resource Library
- Continued expansion of patient and family materials in French, including the IWK Family Information Booklet, various consent forms, brochures and pamphlets specific to patient care areas
- The Health Centre's annual report to the community
- Ongoing promotion of the Province's Bonjour! campaign
- Access for staff to an external agency providing French health interpreters during the absence of the Coordinator of Bilingual Services
- New signage at the IWK is displayed in French. Building directory and floor directory signs assist families who speak French to find their way around the Health Centre. In addition, directional kiosks within the IWK provide the option for interacting in French

IWK inpatient units and ambulatory clinics/services with French-speaking nurses, physicians and other care team members will try to assign these staff to French speaking patients and families. Staff will make an "active offer" of French services through an interpreter when they identify that there is a need.

5. How the plan will contribute to the preservation or growth of the Acadian and francophone community

The IWK Health Centre's French Language Services Plan articulates our commitment to continuing to provide the best care to all of our patients, including a respect for their unique language and cultural needs. By ensuring we make our services accessible and available in French, we will help ensure the health and well being of all Nova Scotian (and Maritime) women and children. We will continue to work to ensure that language is not a barrier to the best care or optimal health, and in so doing contribute to the development of the Acadian community and preservation of the French language.

6.1 Table 1 – Progress in Reaching Goals and Objectives for 2008-2009

Progress in Reaching Goals and Objectives for 2008-2009:

Objectives	Expected Results: 2005-2009 French Language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 1</u> Strengthening the policy, regulatory and administrative framework in support of the French Language Services Act.</p>	<p>1.1 The Office of Acadian Affairs and the Minister fulfill their obligations pursuant to the French Language Services Act.</p>	<p><i>1.1 Improve frameworks for management of IWK French Language Services Planning.</i></p>	<p><i>1.1.1 Develop IWK policy "Interpretation of Languages." The IWK understands that effective communication enhances patient/family understanding of illness, medical condition/status and the ability to make informed decisions.</i> <i>1.1.2 Develop IWK policy "Translation of Written Material Related to Patient Care."</i></p>	<p><i>1.1.1 Policy completed and distributed Health Centre wide.</i></p> <p><i>1.1.2 Policy completed and distributed Health Centre wide.</i></p>
	<p>1.2 Increased capacity for government to support departments/offices in the delivery of French Language Services.</p>	<p>1.2 Improve frameworks for management of IWK French Language Services Planning.</p>	<p>1.2 Participate in "Diversity and Inclusion Strategy Project" throughout 2008-2009.</p>	<p><i>1.2 French Language Services initiatives and planning was an important component of this project. Project completed March 2009.</i></p>
<p><u>Objective 2</u> Consultation with the community.</p>	<p>2.1 Establishment and prioritization of the French Language Services to be offered, and of strategies or approaches for service delivery.</p>	<p>2.1 Improve communications with our staff and volunteers, as well as with patients and families regarding French Language service availability and mechanisms at the IWK.</p>	<p>2.1 Evaluation of ongoing feedback with patients/families - Seek feedback from Acadian and Francophone community.</p>	<p><i>2.1 IWK Coordinator of Bilingual Services consulted with stakeholders from the Acadian and Francophone community.</i> <i>- IWK Coordinator of Bilingual Services met with members of the Acadian and Francophone community to gather feedback on how the IWK can better serve the French community.</i></p>

Objectives	Expected Results: 2005-2009 French Language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
<p><u>Objective 3</u> Communicating, sharing information and promoting services available in French.</p>	<p>3.1 Public information is available in both official languages of Canada.</p>	<p>3.1 Review patient/family materials and incorporate, where appropriate, improved information on how to access French language services at the IWK.</p>	<p>3.1 Review of all printed education material for patients/families that is available in French.</p>	<p><i>3.1 Completed review of all printed education material for patients/families that is available in French. - IWK Website has a French Language page describing services and education information. -IWK Patient Information Booklet available in French.</i></p>
	<p>3.2 Employees and the public are more aware of the approach being taken by the government to provide French Language Services.</p>	<p>3.2 Develop additional mechanisms for informing patients/families of French Language Services at the IWK.</p>	<p>3.2 Ongoing project to improve French language presence on signage within the Health Centre.</p>	<p><i>3.2 Used and promoted the Bonjour! program within the IWK. -All new signs installed within Health Centre are bilingual.</i></p>
<p><u>Objective 4</u> Supporting French Language Services development, planning, and delivery in priority areas.</p>	<p>4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.</p>	<p>4.1 Improve frameworks for management of IWK French Language Services Planning.</p>	<p>4.1 Participate in “Diversity and Inclusion Strategy Project” throughout 2008-2009.</p>	<p><i>4.1 French Language Services initiatives and planning was an important component of this project. Project completed March 2009. An important outcome of the project was a plan for strengthening service delivery for diverse populations including that of our French speaking population.</i></p>

Objectives	Expected Results: 2005-2009 French Language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
	4.2 The government has a coordinated approach to deal with human resources issues related to the delivery of French Language Services.	4.2 Improve frameworks for management of IWK French Language Services Planning.	4.2 IWK Human Resources perform a defined role in the delivery of French Language Services.	4.2 <i>Identified French/bilingual capacity of staff.</i> - <i>Offered French training to staff with seven staff participating in French Language education.</i>
	4.3 Service delivery corresponds to the objectives outlined in the Global Development Plan for the Acadian and Francophone community.	4.3 Improve communication with staff and volunteers, as well as patients and families regarding French language service availability and mechanisms at the IWK.	4.3 Activities have occurred that enhance communication with Acadian and Francophone community.	4.3 <i>IWK Coordinator of Bilingual Services consulted with stakeholders from the Acadian and Francophone community.</i> - <i>IWK Coordinator of Bilingual Services met with members of the Acadian and Francophone community in the HRM to gather feedback on how the IWK can better serve the French community.</i>
	4.4 School community centres contribute to the growth of the Acadian and Francophone community.	4.4 Improve communication with staff and volunteers, as well as patients and families regarding French language service availability and mechanisms at the IWK.	4.4 Support offered to the school community.	4.4 <i>IWK staff available to offer health promotion education to school community.</i>

Goals, Objectives, and Measures for 2009-2010:

Objectives	Expected Results: 2009-2014 French Language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory and administrative framework in support of the French Language Services Act.</p>	<p>1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French Language Services Act and Regulations. This includes the required review of the Regulations before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the French Language Services offered by the Government of Nova Scotia.</p>	<p>1.1 Meet with the Coordinator French Language Health Services at least twice during the year to assess the IWK progress in supporting the French Language Services Act and Regulations.</p>	<p>1.1- Support the work of the Office of Acadian Affairs and the implementation of the French Language Services Act by strengthening relationship with Réseau Sante. - Complete annual progress report on French Language Services.</p>
	<p>1.2 Designated public institutions have implemented all sections of the Regulations.</p>	<p>1.2 Meet with the Coordinator French Language Health Services at least twice during the year to assess the IWK progress in supporting the French Language Services Act and Regulations.</p>	<p>1.2 Respond to feedback received from the Coordinator French Language Health Services regarding delivery of services in French, and develop or adapt policies as required.</p>
<p><u>Objective 2 – Enabling French Language Services</u> Consult, plan, develop and deliver French Language Services in priority areas.</p>	<p>2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and Francophone community as identified through consultation.</p>	<p>2.1 Meet with Acadian and Francophone community at least once during the year to identify needs of the community.</p>	<p>2.1 Consult with the Acadian and Francophone community to determine and prioritize the needs for French-language government services - Include a French-language component in public consultations (e.g. French-language discussion paper, French-speaking meeting facilitator, interpretation services, etc.) - Maintain ongoing dialogue and nurture relationships with Acadian and Francophone community organizations to identify</p>

Objectives	Expected Results: 2009-2014 French Language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
			<i>needs and priorities.</i>
<p><u>Objective 2 – Enabling French Language Services</u> Consult, plan, develop, and deliver French Language Services in priority areas.</p>	<p>2.2 Public service employees are more knowledgeable about the approach being taken by the government to provide French Language Services; are more sensitive to cultural issues pertaining to the Acadian and Francophone community; and promote public awareness of French-language services and their availability.</p>	<p>2.2 Plan a Health Centre wide promotion that will encourage staff that are eligible to participate in the Province's Bonjour! program while on duty in the Health Centre. - Develop an internal communication/in-service plan on French Language Service Delivery using interpretation services. - Meet with Acadian and Francophone community at least once during the year to identify needs of the community.</p>	<p><i>2.2 Promote and use the Bonjour! program within the IWK.</i> <i>- Develop an internal communications plan on French Language Services delivery.</i> <i>- Hold sessions/discussions on social and cultural issues pertaining to the Acadian and Francophone community.</i> <i>- IWK continues to be an active member of Réseau Santé.</i></p>
	<p>2.3 The public is more aware of the approach being taken by the government to provide French Language Services and of the programs and services available to them.</p>	<p>2.3 Review present communication plan to promote services in French (review website content, signage). - Formalize list of French Language education literature available for patients/families at the IWK.</p>	<p><i>2.3 Implement communications plan to promote services in French (e.g. improved website content, signage, documents, etc.).</i></p>
	<p>2.4 Prioritization and establishment of French Language Services to be offered, and of strategies or approaches for service delivery.</p>	<p>2.4 All IWK services are available to French patient /families with the use of Interpretation Service and translated material. Assessment and evaluation of priorities for translation of printed literature with feedback from care teams.</p>	<p><i>2.4 Refine or develop approach and strategies for planning and delivering French Language Services in priority areas (e.g. translated printed material such as consent forms/education forms).</i></p>

Objectives	Expected Results: 2009-2014 French Language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines for recruitment, evaluation and training are in place.	2.5 Meet with Human Resources twice during the year to discuss staff awareness of Bonjour! program, hiring of French speaking staff. -Continue to partner with University Sainte Anne in the offering of course to develop and enhance staff ability to communicate in the French language. -Obtain tools to assist staff in their efforts to communicate in French (dictionaries, keyboard dictionary).	2.5 <i>Make bilingualism/ French a priority during the recruitment whenever possible.</i> <i>- Promote and use the Bonjour! program within the institution.</i> <i>- Hire, train or contract staff required to provide French Language Services.</i> <i>- Provide staff with opportunities, learning tools, and resources for French-language skills development, maintenance, and growth (Tools could include dictionaries and French keyboards, for example).</i>
<u>Objective 3 – Community Development and Capacity-Building</u> Ensure that the Acadian and Francophone community has resources available for its long-term development and sustainability.	3.1 Government has helped Acadian and Francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	3.1 Meet with Acadian and Francophone community at least once during the year to identify needs of the community.	3.1 <i>Support community, cultural, and economic initiatives that meet the need of the Acadian and Francophone community.</i>
<u>Objective 3 – Community Development and Capacity-Building</u> Ensure that the Acadian and Francophone community has resources available for its long-term development and sustainability.	3.2 Acadian and Francophone school community centres offer services and programs to the Acadian and Francophone community.	3 Meet with Acadian and Francophone school community at least once during the year to identify needs of the community.	3.2 <i>Support the health education within programming of school community centres in Acadian and Francophone communities as identified by the centres.</i>

6. Addressing the priorities of the Acadian and Francophone Community

In 2008, the Coordinator of Bilingual Services met with local community members to seek feedback regarding the perception of the IWK Health Centre within the French population. The Coordinator obtained valuable information through these consultations; we learned that we need to actively seek further partnership with the Acadian and Francophone community in an attempt to assess, identify and plan to meet the needs of this population. The IWK Health Centre will continue its effort to reach out to this valued partner. It is only through discussion that the needs of the community will be identified and prioritized.

7. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

Much of the 2009-2010 IWK French Language Service Plan addresses consultation. Before the IWK Health Centre can further contribute to the preservation and growth of the Acadian and Francophone community, the Health Centre must expand upon efforts made during 2008. It is our plan to further engage the Acadian and Francophone population in conversation in order to identify the needs and priorities of this community.