

**IWK Health Centre
2016-2017 French-language Services Plan**



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Message from the IWK Health Centre President and CEO

I am pleased to present the Government of Nova Scotia with our 2016-2017 French-language Services Plan. Through our Diversity and Inclusion strategy, we have ensured that the IWK remains committed to creating a welcoming and inclusive environment where diversity is respected, embraced and valued. This commitment includes support for our patients and families who speak French, one of Canada's official languages as well as our work to continue to ensure cultural awareness within the IWK staff, physician and volunteer communities.

This year, we welcomed a new French-language Services Coordinator, Lisa Drisdelle to the IWK Primary Health team. The French-language Services Coordinator interprets for Acadian and francophone patients and their families and also acts as a liaison between staff and physicians of the IWK, community-based services, and health care professionals.

The IWK French-language Services Plan reflects the strength of our continued commitment to French-language services as we work to deliver patient-centred care to our community. We are proud to play a part in the provincial government's efforts to support the Acadian and francophone community, and the preservation of the French-language in the Maritimes.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tracy Kitch', with a long horizontal flourish extending to the right.

Tracy Kitch
President & CEO
IWK Health Centre

Responses to French Requests

The IWK Health Centre strives to respond to all French requests in French. Two IWK policies are in place to support this effort: the Interpretation of Languages policy and the Translation of Electronic and Written Material policy.

In respects to verbal requests for services in French the following measures are in effect at the IWK. When the need is identified or a patient/family member has requested services in French, the IWK makes every effort to provide language interpretation. If a French-speaking staff member is not available, assistance is requested from the IWK's French-language Services Coordinator or a French-speaking health interpreter from Nova Scotia Interpreting Services. It is to be noted that a variety of support documents have been developed to inform staff and facilitate the process of accessing interpretation services. Furthermore, queries received in French via the IWK switchboard are managed by switchboard staff, engaging the support of the French-language Services Coordinator when necessary or the use of another French-speaking staff or patient physician.

As for written requests, the Health Centre obtains translation services from certified translators in order to respects the existing policy. Official IWK letters and reports for French-speaking families and health care professionals are translated when appropriate, utilizing the services of an outside agencies. As well, when appropriate, patient related documents received in French are translated to English and placed on the patient's health record. The Centre also sees to the translation of a variety of support materials for patient care in order to further support the francophone community.

French-language Services Inventory

Throughout most of the Health Centre's programs, services can be obtained in French from bilingual staff members, the French-language Services Coordinator or health interpreters. IWK inpatient units and ambulatory clinics/services with French-speaking staff attempt to assign these staff to French-speaking patients and families. Personnel are encouraged to actively offer services in French when the need is identified. The IWK French-language Services Coordinator is a full-time employee of the IWK Primary Health team who offers interpretation services for Acadian and francophone patients and their families, as well as provides emotional support and navigation. The French-language Services Coordinator also functions as a liaison with staff and physicians of the IWK, community-based services and health care professionals. A detailed list of French resources made available in 2015-2016 can be found in the appendix at the end of this Plan.

French-language Services Coordinator

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Progress in Reaching Goals and Objectives for 2015-2016

This section outlines the progress the IWK has made in achieving the goals and objectives outlined in the 2015-2016 French-language Services Plan.

Table 1– IWK Progress Report 2015-2016

Objective 1 – Leadership and Policy Direction		
Champion and support the policy development, planning, administrative framework for the implementation of the French-language Services Act and Regulations.		
Goals and Objectives	Planned Measures	Progress in Reaching Goals and Objectives
1.1 – Championing French-language Services		
1.1.1 The IWK has a French-language Services Committee that meets on a regular basis to implement the IWK FLSP.	The French-language Services Committee will meet on a regular basis. Committee membership will include representation of roles and programs from across the IWK, as well as community groups and partners. New staff, as well as those who participate in French as a Second Language courses will be made aware of the opportunity to join the Committee.	A message was sent to participants of the French as a Second Language courses to encourage their participation in the French-language Services Committee. The coordinator for the Central Region of Réseau Santé is now a member of the Committee.
	French-language Services Committee will develop a Terms of Reference.	The French -language Services Committee’s Terms of Reference document has been drafted.
	Collect information from across the IWK to monitor and evaluate supports for French-speaking patients and families.	A survey was conducted with all IWK departments and services managers to capture initiatives that support French-speaking patients and families. The information gathered will help guide the development of the 2016-2017 FLSP.
1.1.2 All IWK staff is aware of the IWK FLSP and the role they play in supporting Acadian and francophone community.	Post the 2015-2016 FLSP on the internal and external IWK websites. Post in both French and English.	Done.
	All IWK staff will complete general orientation, which promotes the Interpretation of Languages policy and the support provided by French-language Services Coordinator.	Ongoing through monthly general orientation, every first Monday of the month. Specific information pertaining to language services is shared during the session on Diversity and Inclusion.

	Connect with and encourage IWK personnel who have taken French as a Second Language training to practice their French-language skills with patients, families and other staff.	Four French coffee chats were hosted by the French-language Services Committee. Themes of general interest were selected to encourage conversation.
	Celebrate la <i>Fête nationale des Acadiens et des Acadiennes</i> in order to highlight the importance of supporting French-speaking families.	A successful celebration was held.
	Promote the <i>Programme d'excellence professionnelle</i> (PEP) to the IWK Health Centre staff.	A PEP session was held in November on the topic of Attention Deficit Hyperactivity Disorder (ADHD).
	Partner with Nova Scotia Health Authority (NSHA) to offer additional sessions of Health Care in French at a Glance.	The French-language Services Coordinator discussed the possibility of this training being held at the IWK with Réseau Santé's coordinator and NSHA's French-language Services Coordinator.
1.2 – Policy, Planning, and Administration Frameworks		
1.2.1 IWK Leadership is aware of the French-language Services Act and regulations.	Share information regarding the French-language Services Act with IWK Leadership.	Posted on the IWK Intranet and communicated through interpretation information sessions.
1.2.2 All IWK staff is aware of the Translation and Interpretation policies and how these support Acadian and francophone patients and families.	Continue to promote and support the ongoing implementation of the Translation of Electronic and Written Material policy and the Interpretation of Languages policy.	Tools for interpretation services are seen across the Health Centre.
	Work with Communications Nova Scotia and Access Language Services Inc to translate appropriate documents, pamphlets, and information.	The IWK has translated numerous pertinent documents throughout the year, including general patient information and patient specific letters and reports for services Centre wide.
1.2.3 Acadian and francophone community are considered by IWK staff when developing policies, programs and services.	Support IWK programs in working with, supporting, and consulting with French-speaking patients and families as new policies, programs and services are developed.	Ongoing with the encouraged use of the Diversity and Inclusion lens tool.

1.2.4 Build partnerships with outside initiatives and organizations that support Acadian and francophone community.	Participate at the annual Collaborative Forum meeting of Stakeholders Interested in the Planning and Provision of French-language.	The Forum did not take place this year.
	Participate and contribute to the Canadian Consortium for Health Equity.	The French-language Services Coordinator had planned to participate upon invitation.
	Partner with relevant stakeholders, including the Department of Health and Wellness French-language Services Coordinator, NSHA and Réseau Santé, and the Nova Scotia Coalition on Community Interpreting.	The French-language Services Coordinator has met with the listed stakeholders; building partnerships and elaborating concrete actions plans that will support the Acadian and francophone community.
Objective 2 – Availability and accessibility of French-language Services		
Increase the prevalence and awareness of French-language Services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.		
Department Goals and Objectives	Planned Measures	Progress
2.1 – Active Offer and Communications with the Public		
2.1.1 IWK Services in French are offered to Acadian and francophone populations.	Promote the Interpretation of Languages policy and arrange for education and support for IWK staff.	The policy was promoted through staff education sessions and during one-on-one opportunities as needed, e.g. Diversity and Inclusion - session entitled; Language Interpretation: It Matters.
	Work with the Women’s and Newborn Health Program and the Mental Health and Addictions Program to include language regarding the availability of interpreters on clinic letters.	Discussions to be initiated in the upcoming year.
	Encourage French-speaking staff to wear the <i>Bonjour!</i> pins and display the <i>Bonjour!</i> Tent sign when appropriate.	Human Resources encourage staff to wear the pins at orientation and distributes them when new hires come forward as French-speaking. Signage has been distributed throughout the Health Centre.

	A representative of the French-language Services Committee will participate on the IWK Signage Committee.	A member is part of both committees and reports that the signage group will make efforts to include French in wayfinding signage and will address the Redevelopment group to ensure French is included in new construction.
	Promote the use and display of the Point to your language poster across the IWK.	Signage is displayed in key areas throughout the Health Centre.
2.2 – Information Materials: Printed or Electronic		
2.2.1 Advocate for written and electronic material to be available in French for IWK Acadian and francophone patients and families.	Send appropriate documents, letters and reports for translation to Communications Nova Scotia or Access Language Services Inc.	Numerous documents have been translated this fiscal year.
	Promote the use of the Interpretation Guide for Health Care Professionals in English and French and practical tips for providing service in French from the <i>Bonjour!</i> Program.	Continue to promote the use of the handbooks as well as currently promoting the free Med Interpreter app for English-French Interpretation for Health Care Providers similar to the Interpretation Guide handbook.
	Continue to identify resources to assist staff in communicating with French-speaking patients and families.	Ongoing search and promotion of current resources such as handbooks, apps and telephone interpretation services. Participation encouraged in French-language training.
	Support the IWK Public Relations team in the management and development of the French sections of the IWK website.	Discussion related to further translation of the IWK website initiated.
	Ensure French IWK pamphlets are available to the public in a variety of settings.	An updated list of French IWK patient pamphlets is available on line as well French pamphlets are available in many services Centre wide.
	Work with IWK Child Life as they develop Child Life TV to ensure programs are available in French.	French programming and materiel can be accessed upon request.
	Read to Me! Program to continue to make the active offer of French-language bags to families with new babies and to translate pertinent material to French.	The Read to Me! Program reports a successful distribution of French-language bags.
	Child Safety Link will continue to translate fact sheets and program materials.	Child Safety Link continues to access translation of relevant documentation.

2.3 – Human Resources		
2.3.1 Recruitment process in place to attract French-speaking staff and volunteers and students.	Human Resources will continue to implement the actions identified in the Guidelines to Support Implementation of the French-language Services Act as applicable.	Human Resources have posted and successfully filled the Bilingual Services Coordinator/French-language Services Coordinator position.
	Human Resources will be conducting a review of the Employment Equity policy for accurate representation of the regions we serve and possible alignment with the provincial NSHA policies.	Review ongoing. Human Resources participated in a Bilingual Job Fair hosted by Direction Emploi.
	Continue to promote the French as a Second Language courses offered through Université Saint-Anne.	Promoted education opportunities for French as a Second Language courses and one-day workshops at l'Université Sainte-Anne; courses dates and specifics where posted on the IWK intranet. Participation in l'Université Saint-Anne French as a Second Language course was as such: Spring 2015 – 12 participants; Summer 2015 – 6 participants; Fall 2015 – 13 participants; Winter 2015/2016 – 14 participants.
	IWK Learning and Development will connect with schools and institutions to encourage all IWK student placements and co-ops to self-identify as French-speaking.	To be addressed in 2016-2017.
	Host a Diversity and Inclusion booth at the IWK Student Health Fair to link with students from various backgrounds and who speak French.	A Diversity and Inclusion booth was not held at the Career Fair.

Objective 3 – Community engagement and outreach

Encourage the participation of the Acadian and francophone community in the development of government policies with a view to improving the delivery of services in French.

Department Goals and Objectives	Planned Measures	Progress
3.1 – Public Engagement		
3.1.1 Ensure IWK community engagement is conducted in both French and English.	Ensure IWK engagement planning includes consideration for French-speaking patients and families. French-language Services Coordinator to provide support as required.	The IWK continues to encourage this practice.
	Encourage IWK staff to have a French-speaking staff or community member on their committees when preparing for consultations.	The IWK continues to encourage this practice. Furthermore, committees and project steering groups are also encouraged to use the Diversity and Inclusion lens tool.
3.2 – Agencies, Boards and Commissions		
3.2.1 Invite francophone Representatives to sit on IWK committees when available.	Ensure that a representative from Réseau Santé continues to be on the IWK Diversity and Inclusion Advisory Council.	A representative from Réseau Santé continues to be on the IWK Diversity and Inclusion Advisory Council.
	The IWK French-language Services Coordinator will continue to be on the Réseau Santé- Région centrale Committee and the Nova Scotia Coalition on Community Interpreting.	The French-language Services Coordinator is a member of these two committees.
3.3 – Complaints Process		
3.3.1 Ensure that IWK patients and families who speak French are able to access the IWK Patient Feedback process.	Ensure that French families are made aware of the process for feedback.	The IWK encourages the patients and families it serves to give feedback by making bilingual patient experience surveys accessible. Information about the IWK feedback process shall be made available in French on the IWK website, feedback business cards and posters.
	Patient and family feedback that is received in French is directed to the French-language Services Coordinator to respond in French with the guidance of the IWK service involved and the IWK Feedback Coordinator.	The IWK continues to respond to patient and family feedback in this manner.

	Translate the IWK Partners in Care document and the Patient and Family Ethics Tool.	The IWK Partners in Care document and the Patient and Family Ethics Tool were not translated this year. A preliminary meeting was held; a Translation Committee will be formed to focus on translation needs for patient care education materials. A call for materials to be sent to the Committee for prioritizing will happen in the new year.
3.4 – Municipal Services		
	n/a	n/a
3.5 – Community Development and Growth		
3.5.1 Consider the possibility of offering services in French as IWK community-based services expand.	Promote the IWK Community Health Team Core Programming through the C.S.A.P. schools and other community-based services.	Invitations were sent out to C.S.A.P. Schools to encourage participation in Community Health Team Core Programs.

Goals, Objectives and Measures for 2016-2017

This section outlines the IWK goals, objectives and measures for 2016-2017.

Table 2 – IWK Goals, Objectives, and Measure for 2016-2017

Objectives	Goals and Objectives	Planned Measures
<p>Objective 1 – Leadership and Policy Direction</p> <p>Champion and support the planning, administration, and policy development frameworks for the implementation of the French-language Services Act and its regulations.</p>	<p>1.1 The IWK supports French-language services in the province by establishing actions related to its core activities.</p>	<p>The IWK is committed to engaging, promoting and enhancing French-language services in its health care facility.</p> <p>The IWK will publish a FLSP that identifies key areas of focus in enhancing French-language services in its health care facility.</p> <p>The IWK will continue to support its French-language Services Committee to implement the FLSP.</p> <p>The coordinator will continue to work with management and staff to provide information on the IWK’s obligations under the French-language Services Act and Regulations.</p>
<p>Objective 2 - Availability and accessibility of French-language services</p> <p>Increase the prevalence and awareness of French-language services through active offer, communications, printed and electronic materials, and by increasing the capacity of the public service to offer services in French.</p>	<p>2.1 The IWK promotes active offer of French-language services and visibly promotes the use of the <i>Bonjour!</i> program.</p>	<p>The IWK continues to promote the <i>Bonjour!</i> program to proactively inform the public that services in French are available.</p> <p>The IWK will continue to support staff to take training such as French-language training, Acadie at a Glance sessions, Health Care in French at a Glance and PEP.</p> <p>The IWK will continue to promote the French as a Second Language courses offered through Université Saint-Anne.</p>

Objectives	Goals and Objectives	Planned Measures
	<p>2.2 The IWK continues to enhance materials available to Acadian and francophone patients and families, in print and on its website.</p>	<p>The coordinator in collaboration with departments at the IWK will identify resources to assist staff in communicating with French-speaking families.</p> <p>The coordinator in collaboration with departments at the IWK will continue to identify appropriate written material for translation.</p> <p>The coordinator will ensure that tools such as the Interpretation Guide for Health Care Professionals and Bonjour! Practical tips for providing services in French/Conseils pratiques pour offrir le service en français are available to staff.</p> <p>The IWK through its French-language Services Committee will identify gaps on its website to better serve the Acadian and francophone population.</p>
	<p>2.3 The IWK will continue to promote the Interpretation of Languages and arrange for education and support for IWK staff.</p>	<p>Orientation for new hires will include the promotion of Interpretation of Languages policy and information on the support provided by the French-language Services Coordinator.</p> <p>The Coordinator will continue to promote and support the ongoing implementation of the Interpretation of Languages policy through staff information sessions, such as the presentation titled Language Interpretation: It Matters.</p>
	<p>2.4 The IWK will continue to promote a recruitment process to attract French-speaking staff, volunteers and students.</p>	<p>Human Resources will continue to implement the actions identified in the Guidelines to Support Implementation of the French-language Services Act as applicable.</p>
<p>Objective 3 – Community engagement and outreach</p> <p>Encourage the participation of the Acadian and francophone community in the development of government policies with a view to improving the delivery of services</p>	<p>3.1 The IWK engages the Acadian and francophone community on key areas, including new programs, services and policies.</p>	<p>The IWK will consider French-speaking patients and families in community engagement planning.</p> <p>The IWK will fulfill its obligations under the French-language Services Act and Regulations to consult with the Acadian and francophone community when holding province-wide public consultations.</p>

Objectives	Goals and Objectives	Planned Measures
in French.	<p>3.2 The IWK meets the needs of Acadian and francophone patients and families and enhances French-language services and programs available to them.</p>	<p>The Acadian and francophone culture will be promoted throughout the year to highlight the importance of supporting French-speaking families.</p> <p>The coordinator will ensure that IWK patients and families who speak French are able to access the IWK patient feedback process.</p> <p>The IWK will explore the possibility of offering community-based services in French.</p>
	<p>3.3 The IWK will build partnerships with outside initiatives and organizations that support the Acadian and francophone community.</p>	<p>The IWK will continue to build on its strong relationship with the Réseau Santé- Nouvelle-Écosse.</p> <p>The coordinator will seek opportunities to work with other organizations to better support French-language health care services, and facilitate collaborations.</p>

Priorities of the Acadian and Francophone Community

Through its Program-Based Care Model approach, the IWK Health Centre offers patient and family centered care. This approach emphasises the importance of communication as we develop programs and services that reflect our understanding of the voiced needs and concerns of the many communities we serve. The IWK values the identified priorities of the Acadian and francophone community and strives to meet the unique needs of this population. This year's French-language Services Plan is consistent with this commitment and articulates our plan for providing the best care to all patients and families through a Diversity and Inclusion lens that respects their unique language and cultural needs.

In order to make certain the voice of the Acadian and francophone community is heard, a representative from Réseau Santé – Nouvelle-Écosse continues to be a part of our IWK Diversity and Inclusion Advisory Council. This council is comprised of representatives from diverse community organizations and ensures accurate representation of the community to the IWK to guarantee we are doing all we can to be welcoming and inclusive to all patients and families.

Through our partnership with Réseau Santé and other francophone organizations such as the Fédération acadienne de la Nouvelle-Écosse, we have gained a better understanding of the needs of the community. We continue to value these relationships and seek to further develop our affiliation to these and other community partners and organizations.

Contribution to the Preservation and Growth of the Acadian and Francophone Community

The actions and initiatives presented in this French-language Services Plan reflect the IWK's steadfast commitment to supporting Acadian and francophone patients and families. The current plan will continue to guide the efforts of the IWK French-language Services Committee as it strive to play its part in promoting the preservation and growth of the Acadian and francophone community. The Health Centre will continue to show its dedication to the promotion of inclusion and the preservation of diversity of the Acadian and francophone community through its ongoing support for translation and interpretation, as well as its support for a full-time French-language Services Coordinator. The IWK will continue to actively collaborate with the community as it acts upon the identified priorities and needs ensuring that language is not a barrier to its intended mission of providing the best care to all patients and families.

French-language Services Inventory Appendix

During the 2015-2016 period, the following French-language resources were made available at the IWK Health Centre:

- A list of French-speaking volunteers continues to be maintained.
- 58 reports/letters to patient, families or physicians were translated to French.
- A variety of documents have also been translated by Communication Nova Scotia throughout the year. These 27 documents range from consent forms to the Dial for Dining menu.
- Over 30 pages on the IWK website are translated in French. These pages include information on IWK services and patient and family health information.
- The IWK continues to promote the following 2 videos, *It Doesn't Have To Hurt* and *Power of a Parent's Touch*. They have been posted on YouTube and subtitled in French.
- Child Safety Link's French Resources section on their website received over 450 hits this past year. In addition, they have distributed over 5500 French resources and have had several documents translated to French.
- The IWK Family Resource Library Coordinator continues to promote and distribute French health resources by actively informing the community and posting messages to staff on the intranet related to reliable French external websites, databases and resources as well as links to all currently online translated IWK Patient Pamphlets.
- 18 IWK Patient/Family resources were created or revised in French over the last year. The IWK currently lists 91 full-text French translations of Patient Pamphlets.
- 40 new French books were donated to The Family Resource Library. The Library also counts 250 English movies with a French subtitling option.
- 106 French Read to Me! Bags were distributed across the province. A description of the French package is found on the website. <http://www.readtome.ca/wp/whats-in-the-bag/french/>
- The IWK Report to the Community, *Leading Forward (Tracer la voie de l'avenir – Rapport du IWK à la collectivité)* was translated to French and placed online. French advertisements for the IWK Annual General Meeting were placed in newspapers, *Le Courrier* and *L'Acadie Nouvelle*.
- French resources from partner organizations such as Health Canada, Nova Scotia Department of Health and Wellness, as well as sites deemed appropriate by health care professionals continue to be shared with francophone patients and their families.