

IWK HEALTH 2024-2025 FRENCH-LANGUAGE SERVICES PLAN



French-language services plan 2024-2025

IWK Health 2024-2025 French Language

Ce document est également disponible en français sous le titre : « Plan de services en Français 2024-2025 due centre IWK Health »

Message from the CEO

I am pleased to present the Government of Nova Scotia with IWK Health's 2024-2025 French-language Services Plan. As we continue with the implementation of the IWK's strategic plan focused on our purpose to passionately pursue a healthy future with women, children, youth, and families in all their diversity, we are pleased to share the important work that is taking place within our organization to support Francophone families.

IWK Health remains committed to creating a welcoming and inclusive environment where diversity and equity are respected, embraced, and valued in alignment with the commitments outlined in Nova Scotia's Action for Health Plan. One of the commitments is to take actions towards increasing support for our patients and families who speak French, one of Canada's official languages, as well as to promote cultural awareness among IWK Health staff, physicians, and volunteers.

We are proud to play a role in the provincial government's efforts to support the Acadian and Francophone communities, and the preservation of the French languages in Atlantic Canada.

Sincerely,

Dr. Krista Jangaard
President & CEO
IWK Health

What we're doing to contribute to the growth of the Acadian and francophone community

IWK Health recognizes the importance of French-language services, and we endeavor to fulfil our responsibilities under the French-language Services Act and regulations. We believe Nova Scotians should have access to quality government services in French, and this plan demonstrates our commitment to ensuring our programs, policies and services address the priorities expressed by the Acadian and francophone community. To achieve this aim, we collaborate with other designated public institutions across government – including the Office of Acadian Affairs and Francophonie – through the French-language Services Coordinating Committee. We greatly value this partnership, which ensures a continued understanding of the unique needs of our province's Acadian and francophone community.

IWK Health 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 Bilingual Nurse 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 passionately pursuing a healthy future for women, children, youth, and families.

We encourage Nova Scotians to request services from government in French. We also encourage Acadians and francophones to have their voices heard by participating on agencies, boards, and commissions, which are regularly advertised by the Executive Council Office. As we continue to maintain and improve our French-language services, we welcome feedback on our progress, and we invite you to share with us your comments or questions by contacting our French-language services coordinator. If you wish to make a formal complaint regarding French-language services, please contact the Office of the Ombudsman.

French-language services coordinator:

Gabrielle Miller Registered Nurse, BScN

Bilingual Nurse Coordinator

Mobile Phone: 902-476-2659 / Office Phone: 902-470-8572

Email: Gabrielle.Miller@iwk.nshealth.ca

Services we offer in French

The IWK Health center offers a variety of services in French:

- Policies
 - IWK policy 1836: Language Services
 - IWK policy 1137: Interpretation Services
 - IWK policy 1834: Translation Services
- Interpretation services are available 24 hours/7days per week (In-person, telephone, or Video)
- Translation services (wayfinding and signage, patient pamphlets, and patient letters)
- Family Resource Library includes a francophone section.
- Read to Me! Program provides books and resources for new babies in French.
- Child Life supports a Francophone therapeutic clown (Nana Margie)
- Child Safety Link offers safety information, safety reports, pamphlets, and blogs in French.
- In partnership with the Department of Education and Early Child Development, the IWK has implemented a full time School Health Partnership Nurse to support the CSAP.
- Number of French education resources provided in Appendix I French Language Resource Library

How we communicate with the public in French

IWK Health strives to respond to all French requests in French. Two IWK policies are in place to support this effort: the Interpretation of Languages policy IWK-1137 and the Translation of Electronic and Written Material IWK policy-1834. Both policies have been recently reviewed and updated, effective October 2023.

When the need for French services 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 team member is not available, assistance is requested from the IWK's Bilingual Nurse Coordinator or a French-speaking interpreter from an external agency. A variety of supporting resources have been developed to inform team members and facilitate the process of accessing interpretation services. Queries received in French via the IWK switchboard are managed by switchboard staff, engaging the support of the Bilingual Nurse Coordinator when necessary or the use of French-speaking staff, physicians, or interpreters.

According to the IWK policy on the translation of written materials, IWK letters and reports for French-speaking families and health care professionals are translated, utilizing the services of a certified translator from an

outside agency. A variety of patient education materials have also been translated to further support the francophone community.

What we did to maintain or improve our French-language services in 2023–24

Strategic Objectives for 2023-2024

1. Strengthen internal operational structures including policy, legislative, and administration frameworks.
2. Develop and deliver quality French –language services and programs to the public.
3. Maintain on-going dialogue and consultation with the Acadian and francophone community.

1) Strengthen internal operational structures including policy, legislative, and administration frameworks.

The IWK has demonstrated its continued commitment to improving services in French in a variety of ways, including continued policy implementation, support and education for team members, and partnership with community.

- The role of the Bilingual Nurse Coordinator was maintained throughout the pandemic response at the IWK.
- Several presentations (in person or virtual) were given to team members at the IWK regarding the Bilingual Services Coordinator role under the French-language Services Act as well as best practices for working with interpreters and for the translation of documents.
- Continue to review language services across the organization, including administrative structures, roles, and policies to enable French-language services that support patients and families.
- Maintain our Intranet ‘Pulse’ site with all the latest information about language services including interpretation and translation services, contact, vendors, and access information for team members.
- Continue to work across the organization to provide information on the IWK’s obligations and implement under the French-language Services Act and Regulations.
- Updated orientation for all IWK team members to include specific module related to interpretation and translation, as well as established relationships and processes to support team and role specific language services orientation (e.g. Pediatric Residents, Psychiatry Residents).

2) Develop and deliver quality French –language services and programs to the public.

- The IWK promotes the Bonjour! program. The welcome package is available on the internal website on the French-language Services and Language Services sub sites. Bonjour! pins are distributed to team members that identify as French speaking.
- The coordinator promoted the Université Sainte-Anne French as a Second Language courses; Seasonal Part-time French-language training, and online training options.
- Promotional material for these courses was posted on the IWK intranet, “Pulse.” We had a total of 14 team members complete classes this year with 8 currently registered in the winter session:
 - 3 team members completed Beginner 1
 - 4 team members completed Beginner 2
 - 2 team members completed Beginner 3
 - 1 team member completed Beginner 4

- 1 team member completed Intermediate 2
 - 1 team member completed Intermediate 3
 - 1 team member completed Advanced 2
 - 1 team member completed Advanced 3
 - 3 team members completed Beginner Conversation
 - 1 team member completed Intermediate Conversation
 - 2 team members completed Advanced Conversation
- The coordinator has worked with others to identify resources to assist team members in communicating in French. Continued efforts are made to ensure the specific learning needs of the health center team members are met to continually improve our commitment to meeting the needs of francophone patients and families.
 - The coordinator has facilitated the translation of patient specific material as well as patient learning material with the assistance of the IWK Resource Library. Further details can be found in the appendix.
 - Informed by widespread internal and public consultation, a review of the IWK website continued, with some delay related to organizational impacts.
 - Ongoing education is provided to all IWK Health team members on a by request basis.
 - The IWK continues to support the implementation of the French-language Services Act. Bilingual job postings have been translated to French to increase awareness of the positions in the francophone community.
 - The IWK has interpretation services available 24/7 – whether through the bilingual nurse coordinator or contracted remote (telephone or video) or in person interpretation services.
- 3) **Maintain on-going dialogue and consultation with the Acadian and francophone community.**
- Access to information regarding the feedback process is available online in French. The feedback coordinator reaches out on a regular basis when francophone families have inquiries. All responses to inquiries are provided in French.
 - The bilingual coordinator sits on the Board of Directors for Réseau Santé. The IWK continues to work in collaboration with Réseau Santé for various projects. An example of such project includes the IWK's contribution to the Newsletter French in Health Care Nova Scotia.
 - The bilingual coordinator worked with community agencies and organizations such as NSH, Acadian Affairs, CSAP, Université Sainte-Anne, and Consortium National de Formation en Santé (CNFS).

How we plan to maintain or improve our French-language services in 2024–25

Strengthen internal operational structures including policy, legislative and administrative frameworks.

- **Goal 1:** Continue to work across the organization to provide information on the IWK's obligations and implementations under the French-language Services Act and Regulations.
 - Planned measure:
 - ✓ Engage, promote, and enhance French-language services across the organization.
 - ✓ Publish a FLSP that identifies key areas of focus in enhancing French-language services.
 - ✓ Continue to review language services across the organization, including administrative structures, roles, and policies to support French-language services that support patients and families.
- **Goal 2:** Work across the organization and provide support to leadership, staff, physicians, and volunteers.
 - Planned measure:

- ✓ Explore opportunities for integration within various organizational initiatives and frameworks, for example the Provincial Diversity & Inclusion Framework, Patient and Family Centered Care Strategy, Trauma Informed Care, People Strategy, Aspire: the IWK Strategic Plan, and Accreditation Canada standards.

Develop and deliver quality French-language services and programmes to the public.

- **Goal 1:** Continue to support and enhance French-language services at IWK Health that align with our values and commitment to health equity.
 - Planned measures:
 - ✓ Continue to promote and enhance interpretation services available at IWK health and educate team members about these services and how to use them by having education sessions and resources tools available by request and on our internal website.
 - ✓ Relaunch and continue to promote the Bonjour! program to proactively inform the public that services in French are available.
 - ✓ Continue to support staff to take training such as French-language training to increase our capacity to provide French-language services. These trainings include the French as a Second Language courses offered through Université Sainte-Anne and Alliance Française.
 - ✓ Enhance orientation support across the IWK to reflect the needs of IWK team members and learners.
 - ✓ Coordinator to participate on relevant programmatic and operational committees within the organization.
 - ✓ Continue to partner with community-based organizations such as Réseau Santé to understand needs of the francophone community.
- **Goal 2:** Continue to work to ensure French language is considered when communicating with public.
 - Support the IWK library of patient resources to maintain an inventory of patient education materials available in French.
 - Work with Communications and Public Affairs to develop a strategy for French-language content for IWK website as part of the IWK website redevelopment.
 - Support patients and families by ensuring developments within the organization reflect the needs of Francophone patients and families including wayfinding, signage, registration kiosks, etc.
 - Continue with centralized approach to translation of patient letters and reports and continue to identify appropriate education material for translation.
 - Implement the Interpretation of Languages policy and Translation of Electronic and Written Materials policy.

Maintain ongoing dialogue and consultation with the Acadian and francophone community

- **Goal 1:** IWK Health will continue to engage with Acadian and Francophone community on an ongoing basis.
 - Planned measure:
 - ✓ IWK Health will strategically and intentionally engage Acadian and Francophone community in new and developing community wide projects to ensure the population

needs are considered in alignment with the French-language services Act and Regulations.

- ✓ IWK Health will continue to maintain dialogue and build on its strong relationships and ongoing collaboration with community and government stakeholders including:
 - Réseau Santé
 - Nova Scotia Health (NSH)
 - Université Sainte-Anne
 - Acadian Affairs and Francophonie
 - Government Departments
 - Consortium nationale formation en santé (CNFS)
 - Conseil scolaire acadien provincial (CSAP)
 - Other Acadian and francophone organizations across the Maritimes
- Ensure that IWK patients and families who speak French can access the IWK patient feedback process in their Language.
- IWK Primary Health in collaboration with the Department of Education and Early Childhood Development has a full-time Francophone position to work with CSAP.
- **Goal 2:** IWK Health will continue to promote Acadian and Francophone culture throughout the year to highlight the importance of supporting French-speaking families.
 - Planned measure:
 - ✓ Continue to include and share Acadian and Francophone events and news in public and internal communications.