

# eQUITY Link

## Advancing Health Equity and Accessibility in French

### Self-Assessment of the Current Status of French Language Services




Organization's Name:

Completion Date:

Please assess your organization according to the following criteria.




#### STEP 1 – UNDERSTAND

##### Your organization:




	Yes 	In progress 	No 	N/A
<ul style="list-style-type: none"> <li>Is familiar with the provincial/territorial and federal policies and legislation that have an impact on the offer of French language services for your organization.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Collects and analyzes evidenced-based data to report and understand current status:                             <ul style="list-style-type: none"> <li>Health system priorities regarding language access/French language services</li> <li>Francophone and/or Acadian community health profiles</li> <li>Data on the use of health services by the Francophone and/or Acadian population</li> <li>Experiences of the Francophone and/or Acadian population having used the services</li> <li>Health programs, services and training available in French</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Identifies key French language services stakeholders and their role.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Is acquainted with the <a href="#">French Language Health Network</a> in your region and has determined the type of support it can offer your organization.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### STEP 2 – PLAN




##### Your organization:

	Yes 	In progress 	No 	N/A
<ul style="list-style-type: none"> <li>Has a steering committee responsible for planning, implementing and updating your French language services plan.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has a French language services developed with input from stakeholders.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has working groups for its French language services quality improvement initiatives.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has a project management structure to support the steering committee and all working groups.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has allocated sufficient funds to successfully conduct these initiatives.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Disseminates this plan to stakeholders, including the general population.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Ensures that this plan is reviewed annually by all staff members.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>




## STEP 3 - IMPLEMENT

Your organization:	Yes 	In progress 	No 	N/A
<b>Active Offer of Services</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Establishes and maintains a relationship with the Francophone/Acadian community to fully understand their needs.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has policies, protocols and procedures in place to ensure quality and accessibility of care in the client's official language, using qualified bilingual staff.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has clear signage in both official languages.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Actively provides information on and notifies clients, families and caregivers of their right to receive services in both official languages.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Clearly and explicitly identifies clients' preferred or required official language in medical records.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Offers French language services, using qualified bilingual staff.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Encourages staff to validate clients and families' comprehension.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Provides all client resources (educational, records, portals, consent forms, questionnaires, etc.) in both official languages.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Offers the services of qualified medical interpreters.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Clinical Research (if applicable)</b>				
<ul style="list-style-type: none"> <li>Incorporates language awareness at every step where the user is included and ensures adequate representation of both official language communities.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Ensures all documentation (e.g., calls for expressions of interest, reports, guidelines, etc.) are available in English and French.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Governance and Leadership</b>				
<ul style="list-style-type: none"> <li>Identifies French language services champions at all levels of the organization and assigns a staff member or department to promote linguistic competence and awareness initiatives.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Has identified staff diversity as a goal and uses proactive strategies to build a diverse workforce.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Promotes the importance of an organizational culture that advocates for bilingualism and the active offer of services.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Provides access to standardized terminology in both official languages for clients and staff.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> <li>Prepares an annual report on French language services.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### STEP 3 – IMPLEMENT (CONTINUED)

<u>Your organization:</u>	Yes 	In progress 	No 	N/A
<b>Workforce</b>				
● Identifies bilingual staff through the use of badges or other means.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Certifies the linguistic competencies of qualified bilingual staff, using an accredited organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Offers tools, support and training for staff and volunteers to better serve the Francophone and Acadian communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Has a human resources policy that includes the active offer of French language services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Implements recruitment and retention strategies for volunteers representing the Francophone and Acadian communities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality Assurance</b>				
● Has adopted a progressive quality improvement approach for its active offer of French language services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Provides its satisfaction and evaluation surveys in English and French.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Has a complaint management process that aims to reduce language barriers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### STEP 4 - EVALUATE

<u>Your organization:</u>	Yes 	In progress 	No 	N/A
● Collects the following information on a regular basis:				
○ Stakeholder feedback, including the Francophone and/or Acadian community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ Indicator data to monitor your French language services plan's progress	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
○ French language service quality data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Evaluates the French language services plan and measures its impact with input from key stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Identifies possible improvements and includes them in a revised French language services plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Adopts a sustainability plan for the French language health services initiatives implemented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
● Disseminates results and learnings from French language services quality improvement activities to all stakeholders, including the general population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for taking the time to complete this self-assessment. Your results will guide your organization to the section of eQUITY Fundamentals where your organization should start and help with your French language services quality improvement initiatives. This could allow your organization to participate in the [Access to Health and Social Services in Official Languages](#) Recognition Program. You can contact the [French Language Health Network](#) in your region to support your organization in its efforts.