

Tips and Best Practices : *Evaluate* Bilingual Staff and French-Language Services



Key success factor:

6

Continuously evaluate workload, and staff and client satisfaction

Evaluation and an individual monitoring plan are required to ensure the optimal retention of bilingual human resources within the organization.

Analysis of evaluation data and results comparison over time allow a health organization to make the adjustments required to ensure the quality and sustainability of bilingual services.

Individual follow-up measures by management staff

- Ensure careful monitoring of bilingual staff's working conditions through regular meetings and at the time of annual evaluation
- Regularly measure and assess workload
- Gather bilingual employees for discussion groups
- Conduct exit interviews with bilingual staff who leave their job

Collect and analyze data on bilingual services

- Assess the quality and effectiveness of bilingual services offered to Francophone clients
- Measure the utilization of bilingual services by Francophone clients
- Pay attention to satisfaction rates regarding linguistic accessibility

Satisfaction survey

The satisfaction survey remains an essential tool in the system of organizational performance assessment. It is suggested to conduct on a regular basis:

- Satisfaction surveys among Francophone clients
- Surveys on the needs and the degree of satisfaction of bilingual employees
- Track the number and nature of complaints regarding French-language services
- Communicate the implemented improvement measures

Effectiveness of measures for the recruitment and retention of bilingual staff

Collect and analyze data and indicators on bilingual staff, such as:

- Monitor the evolution of staff's linguistic competencies
- Bilingual staff retention rates
- Staff turnover rates in general vs that of bilingual staff
- Number of bilingual staff (by category of employment)
- Number of language training sessions and participation rates

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