

# Tips and Best Practices: *Retain* Bilingual Staff and Maintain Language Capacity



## Key success factor:

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**Train, provide tools, support and recognize bilingual HR**

The adaptation of bilingual human resource retention measures is a critical issue for employers.

*Recruitment is improved when retention is optimal because employees are prepared to recommend their employer.*

## Employer of choice for the retention of bilingual staff

- Interesting work and adequate workload
- Accessible professional development and career advancement (bilingual management positions)
- Positive work environment, support and recognition for bilingual staff
- Adequate compensation and possibility of financial incentives
- Clear and two-way communication policy

## Strategies to improve retention of bilingual staff

- Promote the development of a bilingual organizational culture and build a supportive work environment where it is easy to work bilingually
- Develop policies on French-language services/linguistic access
- Encourage employees to speak French in the workplace and ensure that bilingual staff is not isolated, particularly if they are alone in offering services in French
- Develop models of work organization which facilitate pairing of bilingual professionals with Francophone clients/patients

## Support and maintenance of linguistic competencies in both languages

- Ensure easy access to linguistic tools (lexicons, dictionaries, mobile applications, etc.)
- Provide professional development, continuing education and occasions to acquire or maintain linguistic competency in both languages
- Translate common documents (consent to treatment) and educational materials into French and make them available to staff in both English and French
- Establish links and exchanges with Francophone training institutions
- Ensure that bilingual employees can regularly exercise their profession in French

## Role of the Francophone community

- Facilitate collaboration between the Francophone or Acadian community and the health organization
- Encourage partnerships with other bilingual or Francophone/Acadian organizations
- Celebrate the contributions of bilingual staff in serving the community
- Ensure that employees, clients and their families always feel comfortable communicating in the official language of their choice

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