

Tips and Best Practices: *Welcoming* and Integrating Bilingual Human Resources Harmoniously



Key success factor:

4

Adopt measures for welcoming, integrating and increasing awareness of staff to the importance of language services

The welcoming of bilingual human resources in predominantly Anglophone work settings must include additional integration measures tailored to their needs in order to ensure optimal retention.

An organizational culture open to bilingualism and diversity allows bilingual staff to feel they are an integral part of the health organization.

Workplace Integration

- Increase awareness of all employees to the importance of bilingual services for the organization and its clients
- Include a section in the general staff orientation program on French-language services and the importance of cultural diversity and linguistic accessibility
- Foster collaboration and discussions between English-speaking and French-speaking staff to avoid isolation

Measures to support bilingual work

- Create a welcoming environment from the time new bilingual staff are hired
- Inform all employees of the tools at their disposal to facilitate bilingual work (dictionaries, lexicons, mobile applications, available translated forms, etc.)
- Provide specific support programs to facilitate integration and to decrease the stresses associated with bilingualism : mentorship, pairing, tour of the establishment, etc.
- Provide information on the possibilities for continuing education and career advancement
- Provide information in both English and French.

Integration within the community

- Develop partnerships with the Francophone community to facilitate the welcoming of bilingual staff within that community
- Invite the Francophone community to participate in a community awareness activity of the organization
- *Welcoming Communities* can offer support in the search for housing, child care, references on bilingual services in the community, professional and social networking, etc.
- The local Francophone community can alleviate feelings of isolation often evoked by bilingual human resources working in minority settings

www.HHRStrategy.ca

This initiative is made possible through funding from Health Canada under the Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities



Santé Canada Health Canada

