Creating a Bilingual Organisational Culture

November 20, 2012 • 10 to 11:30 a.m.

Gisèle Hauser
HC Link

Work Together With Francophones In Ontario: Understanding The Context And Using Promising Practices
Why offer services in French?

- French Language Services Act
- Ontario Regulation 284/II
- But most importantly.....

Offering Services in French

- Clients who receive services in their language stay healthier
- Service providers offering French services:
  - better understand Francophone needs;
  - reach more of their target audience;
  - develop closer links to the community;
  - move towards equity
Understand Internal & External Communities

Develop a plan for delivery of FLS

Integrate Francophones into governance

Include FLS in accountability frameworks, policies & procedures

Recruit & Retain bilingual staff

Build bilingual capacity

Communicate in both languages
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Tammy Shubat, Division Manager, Ophea
Suzanne Schwenger, Program Manager, Health Nexus
Elizabeth Pierce, Catholic Family Services of Durham
David Jeffery, CHIGAMIK Community Health Centre
In summary......
Resources

- At a Glance: Community Engagement, Lorna McCue, HC Link, 2011
- How to Engage Francophones...When You Don't Speak French! HC Link | 2012
- Engaging Francophone Communities, Christiane Bouchard, Ontario's Heart Health Resource Centre, 2010
- The French Language Services Act: An overview, Office of Francophone affairs, 2010
- Profile of Ontario’s Francophone community, Trillium Foundation / Office of Francophone affairs
- Annual Report Open to Solutions, French Language Services Commissioner of Ontario (2009-2010)
- Making your organization bilingual Heritage Canada Website
- Offering bilingual services in Francophone communities: Important elements to consider, OHPE Bulletin Volume 2008 No. 582
Contact us

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