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Canadian Institute
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Minorities

The Offer of Health Services in French in Minority Context

Study conducted by

Éric Forgues

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Boniface Bahi

Campus Saint-Jean, University of Alberta

Jacques Michaud

Institut franco-ontarien, Laurentian University

with the collaboration of

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which we would not be able to carry out studies and, as a result, not be able to better understand the problems and issues encountered by Francophone communities in minority settings. Finally, this study benefited from the administrative support of Hélène Gallant, administrative assistant at the Canadian Institute for Research on Linguistic Minorities. We sincerely thank all those who made this study possible.

Introduction¹

This research project deals with the language development of health services within Anglophone or bilingual health care facilities in Nova Scotia, New Brunswick, Ontario and Manitoba. By identifying these facilities in their political and legal settings, while considering organizational constraints and internal resources, we provide an overall analysis (at the micro and macro level) of the social factors that facilitate the offer of services in French within these facilities.

Taking into account the French language in the organization of health services will reflect the form of social relationships between Anglophones and Francophones in the different provinces. The health sector represents in this sense a social prism, among others, that allows us to highlight these social relationships. If the Canadian society is based on linguistic duality and recognizes equality between Francophones and Anglophones, this duality remains nonetheless an ideal that becomes a reality in different ways within the provinces. This ideal resulted in a political and legal acknowledgement of Francophones that varies according to federal and provincial levels. The provincial political and legal context plays an important role

in the recognition of Francophones living in minority settings, especially in sectors such as health care that fall under provincial jurisdiction. This recognition leans toward equality, which should transform social relationships between Anglophones and Francophones. In other words, relationships where Anglophones historically dominated over Francophones should give way, today, to more egalitarian relationships. The hospital setting involved in our study will enable us to understand how and to what extent, in the organization of services, Francophones are acknowledged, as well as their needs and rights to be served in their language.

This analysis can provide some food for thought and courses of action for the stakeholders who must implement solutions to improve access of Francophones to health care services in their language. After presenting the problems and the study's relevancy, as well as the method being used, we will address the legal aspect of health care services, the commitment of the hospitals involved in the study to offer services in French, and finally provide an analysis of the data collected via interviews and surveys conducted among hospital staff.

1. This is a shorter version than the French report. For the complete report, please refer to the French version.

The Issue

Since 2000, access to health services in French has become a primary issue for French-speaking minority communities in Canada (Consultative Committee for French-speaking Minority Communities, 2001). From this perspective, the efforts put forth by the French-speaking leaders in the Health Care Sector were essentially aimed at increasing this access by developing new services, by making existing services more accessible and visible, or by Frenchifying them. This is evidenced by the creation of French health networks and organizations in each province and territory, under the leadership of the Société santé en français (see the following website <http://santefrancais.ca/>). However, it should be noted that the requirement for access to health services in French differs according to the political and legal context of Canadian provinces. If, in New Brunswick, the provincial Act on Official Languages ensures that Francophones have access to services that are actively offered in French (cf. *Official Languages Act*, Government of New Brunswick), in other provinces, there is no such act in place. However, a *French-Language Services Act* may exist, as in Nova Scotia (adopted in 2004) and in Prince Edward Island (adopted in 2000), but it is not as binding as in New Brunswick. In Ontario, the *French Language Services Act* allows for designation of certain health facilities to offer

services in French (<http://www.ofa.gov.on.ca/en/flsa.html>). In Manitoba, the French Language Services Regulation of the *Regional Health Authorities Act* states that the designated provincial hospitals must develop French-language services plans (Santé Sud-Est Inc., n.d.). In other provinces where no French-language services act exists, nothing guarantees Francophones access to health services in their language. This situation stems from the sharing of health care responsibilities in the context of Canadian Federalism (Bourgeois *et al.*, 2006). The legal context is important in understanding what determines the implementation of French-language health services, but it is not the only determinant. Other factors, relating to the organization of health care, available resources, linguistic capabilities of health care professionals, perceptions of administrators and health care professionals with regard to their obligation to meet the needs of Francophones, also influence the implementation of French-language services, even transforming certain English-language services into bilingual services. Our project is aimed at acquiring an understanding of the factors facilitating the delivery of services in French. This problem falls within the scope of a quest for social justice (Castel, 2003), seeking to eliminate, or at least minimise exclusion, social inequality in a Canadian context of linguistic duality.

Project Objectives

Our project objective is guided by the following research question: what factors influence the offer of health services in both official languages in a French-speaking minority context.

Specific objectives:

- a) Identify the factors that influence the offer of services in French by a health care professional: management and organization of services within health care facilities; legal and regulatory framework and provincial policies, professional recognition of bilingualism, plans for adapting services to each community, etc.
- b) Analyze the perceptions of health care professionals toward the offer of services in French and the needs of Francophones in this regard.
- c) Recommend strategies and complete an inventory of best practices favouring the active offer of health care services in French in one or more regions.

Theoretical Framework

Our analysis of the organization of health care services will focus on Anglophone or bilingual facilities that offer health services to the French-speaking population. These facilities may have a legal obligation to serve the population in its official language of choice, like in New Brunswick and in certain Ontario health authorities, or they may be encouraged to do so, like in Nova Scotia and Manitoba.

We will use an approach that identifies the health care organization in a social context, recognizing that it has a profound effect on it. The analysis of organizations presupposes an approach that makes a distinction between the social environment (external) and the internal environment of the organization. If the health care facility is subjected to external pressures to modify the organization of health services, it must also deal with internal pressures, whether it is the linguistic capabilities of staff, available resources (human, financial, material), the type of activity management, etc. Drawing on the above-mentioned contributions of projects dealing with the linguistic and cultural competence of health care facilities, the following patterns demonstrate the external and internal factors that can determine the organization of health care services.

We can therefore identify categories of factors that can favour the offer of health services in French, i.e. external and internal factors that are linked to:

External factors: 1) External resources (financing) provided by the government; 2) Legal or

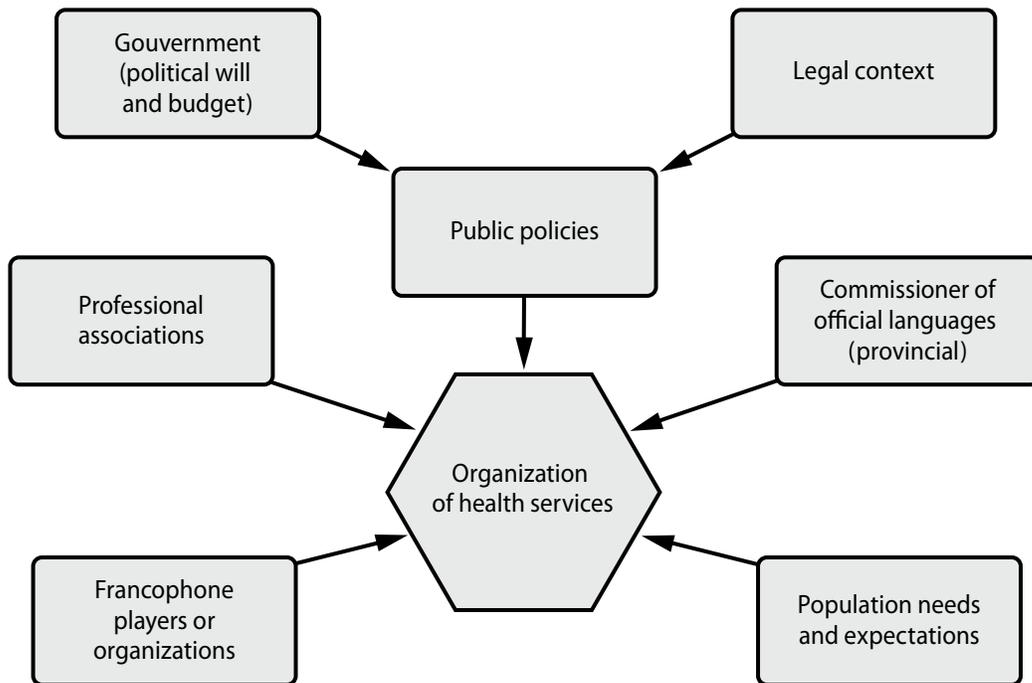
regulatory framework and provincial policies; 3) Requests made by Francophone organizations and the general public; 4) Professional associations; 5) Presence or action of a Commissioner or Ombudsman.

Internal factors: 1) Willingness and commitment of administrators; 2) Available resources (human, material and financial); 3) Having an internal policy on the language of service; 4) Having an action plan on the language of work; 5) Management of services and human resources; 6) Linguistic capabilities of health care professionals and their perceptions toward the language of service; 7) Collective agreements in effect; 8) Expectations of patients.

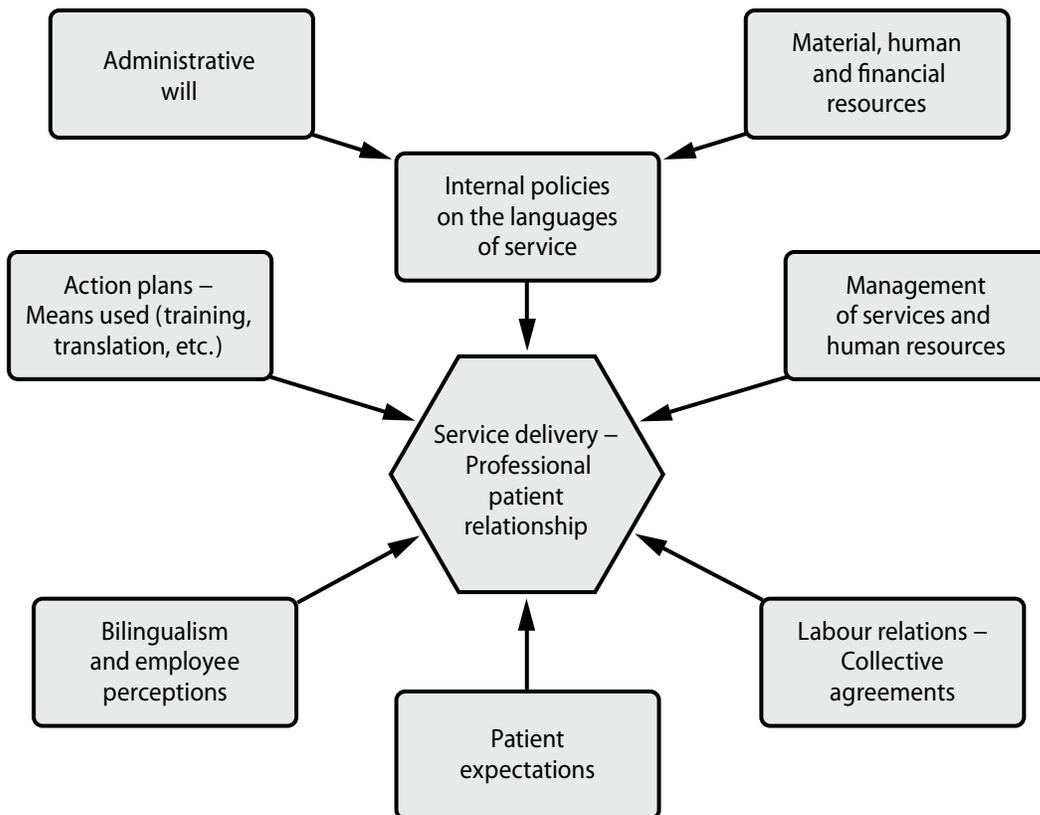
One of the factors pertains to the perceptions of players toward the offer of services in French. In fact, it is important to analyze the various meanings that can have the definition of offer of services. Depending on the definitions and perceptions of the stakeholders, the actual offer of service in French can vary. Note that the French-speaking population and the organizations representing it can also influence the offer of services in French by promoting the “active offer” of service in French, like the *Assemblée de la francophonie de l’Ontario* (*L’Express*, may 19-25, 2009). This is an attempt to promote the use of services in the Francophone population’s official language of choice.

The diagrams on the following page show the factors influencing the offer of services in French.

External factors influencing the offer of services in French



Internal factors influencing the offer of services in French



Methodology

Our research project is based on a survey that has been conducted within health care facilities in an English-speaking majority or bilingual context, but that are required to meet the needs of a French-speaking minority population. We have conducted our study among the following facilities:

- Yarmouth Hospital (Yarmouth Regional Hospital) (Nova Scotia) (Francophones make up 21.4% of the region);
- Horizon Health Network (New-Brunswick) – Moncton’s Zone (35.0% of Francophones), Fredericton’s Zone (7.1% of Francophones), Saint John’s Zone (4.8% of Francophones) and Miramichi’s zone (8.5% of Francophones);
- Sudbury Regional Hospital (Ontario) (Francophones make up 28.2% of the city);
- Saint-Boniface Regional Hospital (Manitoba) (Francophones make up 4.1% of the city).

An electronic questionnaire has been posted on-line through Survey Monkey and Fluid Survey. Using the internal electronic messaging service, it

was sent to health care professionals who provide primary, secondary and tertiary care services. This has allowed us to identify their perceptions toward the offer of service in French, the means used, the available resources and the need for implementing these services.

In addition to the survey, we have used the semi-directive interview method with 56 managers, all working at different levels within the health care facilities, to improve our knowledge of the linguistic organization of health care services. This has allowed us to identify the strategies implemented to meet the needs of the French-speaking population.

Finally, we conducted a literature review in order to identify information on language policies pertaining to health care, strategies and action plans to promote services in French and best practices in offering health care services in French (summary of websites, contacts with community organizations and health care facilities).

Federal Legal Context

According to responsibility distribution between the federal and provincial governments, health falls under the provincial jurisdiction. However, the federal legal and legislative context can influence the organization of health care services. For example, the Ontario government's decision to close the Montfort Hospital in the late 1990's resulted in a legal action before the provincial court. The unwritten constitutional principle that promotes respect for minorities is invoked in a case produced notably by sociologist Roger Bernard, who maintains that closing the only Francophone university hospital in Ontario contributes to the assimilation of the French-speaking population. The mobilization surrounding this case extends into all of the

provinces and health now becomes a high profile issue for Francophone communities in minority settings (Comité consultatif des communautés francophones en situation minoritaire, 2001). In response to this mobilization, the federal government is investing in two initiatives focusing on training and research on one hand and improving access to health services on the other hand. These initiatives are supported by national networks: the Société santé en français and its provincial member networks, as well as the Consortium national de formation en santé that includes 11 universities and colleges. Indirectly, the federal government therefore plays a supporting role in the organization of health services in French.

Provincial Legal Contexts

Within the context of Canadian federalism, considering language in the organization of health services and recognizing the Francophones' right to receive health services in their language therefore depends on the provincial authorities and the legal recognition of language rights in the provinces. Consequently, the issue surrounding the access of health services in French varies depending on the Canadian provinces' legal and political contexts.

New Brunswick

In New Brunswick, the provincial *Official Languages Act*, adopted in 1969, and the *Act Recognizing the Equality of the Two Official Linguistic Communities*, adopted in 1981 and entrenched in the Canadian Constitution in 1993, ensure that Francophones have access to public services in French. Since 2002, the year the *Official Languages Act* was modified, health care services must be actively offered in the patient's official language of choice.

Section 27

Communication with the public

Members of the public have the right to communicate with any institution and to receive its services in the official language of their choice.

Section 28

An institution shall ensure that members of the public are able to communicate with and to receive its services in the official language of their choice.

Section 33

Health services

[...] 2) When establishing a provincial health plan under the *Regional Health Authorities Act*, the Minister of Health shall

- a) ensure that the principles upon which the provision of health services are to be based include the delivery of health services in both official languages in the Province [...]

Adopted in 2002, the *Regional Health Authorities Act* recognizes the public's right to receive health services in the official language of its choice in any hospital and public health care facility in the province.

18.1(2) Notwithstanding subsection (1), a regional health authority shall:

- a) respect the language of daily operations of the facilities under its responsibility, and
- b) provide health services to members of the public in the official language of their choice through the regional health authority's network of health establishments, facilities and programs (Regional Health Authorities Act)

The amalgamation of the eight regional health authorities into two new authorities did not question this right. The linguistic issue that followed this amalgamation was with respect to language of work and governance of both authorities. Updating the Act in 2010 helped clarify the language of work issue for both authorities, i.e. English for Horizon Health Network and French for Vitalité Health Network.

With regards to how services are offered, in New Brunswick, governmental health institutions are required to *actively* offer services in the patient's language of choice. The following is a definition of the active offer of service:

... take appropriate measures to inform members of the public that services are available in the official language of their choice. An active offer includes answering the telephone or greeting someone in both official languages. They must clearly place the official languages symbol and all correspondence and documents of greeting must be in the language chosen by the client (GNB, *Official Languages, Your rights in New Brunswick*, 2005).

A policy on the language of service has been developed in order to "...ensure that services of equal quality are offered and provided in both official languages"². According to the Official Languages Policy and Guidelines, "a service of equal quality is a service which is actively offered in both official languages and which is available in the language chosen by the member of the public without undue delay."

As for the active offer of services, it means "informing the public, at the first point of contact, that services are available in both official languages." (Idem.). The policy states that:

The use of bilingual signs and of two-language greetings on the telephone and in person are important elements of the active offer. All services intended for public consumption, including documents, internet postings and other materials must be available simultaneously in both official languages (Idem).

Another web page states that a team approach is advocated. This means that not all employees are required to be bilingual, but teams need to ensure that:

We are using a team approach to provide quality services in both official languages. Employees work in functional teams so that the services each

team offers can be provided in either language, as needed³.

The same document states that even unilingual employees are required to make an active offer. "If you are not able to provide the service yourself once the active offer of service is made, one of your team members should step in to assist you with the requested services."

On the provincial government's website, a "toolkit" containing a series of measures that can be taken to promote the active offer of services in both official languages has been created⁴.

Nova Scotia

In the other provinces, the legal context is not as binding and does not recognize as clearly and firmly the right of Francophones to receive services in their language. In Nova Scotia, the *French-Language Services Act*, adopted in 2004, aims to "... provide for the delivery of French-language services by designated departments, offices, agencies of Government, Crown corporations and public institutions to the Acadian and Francophone community." The Regulations Respecting French-Language Services (2006), which applies the Act, states the obligations of Departments and designated services, including the authorities' obligation to develop French-language services plans that are based mainly on consultations with the Acadian community. These plans must describe how "the designated public institution will address the priorities of the Acadian and Francophone community that have been expressed during consultations"⁵.

Since 2007, every regional health authority in the province, including the IWK Health Centre (for kids), has developed French-language services plans. These plans specifically describe how

2. Language of Service Policy [online] http://www2.gnb.ca/content/gnb/en/departments/human_resources/about_us/policies_and_guidelines/language_service.html (consulted on March 10, 2011).

3. Official Languages: Straight Talk on Language of Service [online] http://www2.gnb.ca/content/gnb/en/departments/human_resources/about_us/policies_and_guidelines/talk_language_service.html (consulted on March 10, 2011).

4. http://www2.gnb.ca/content/gnb/en/departments/human_resources/about_us/policies_and_guidelines/toolkit.html (consulted on March 10, 2011).

5. <http://www.gov.ns.ca/acadian/pub/FLS-Regs-SchA-en.pdf> (December 15, 2010).

services offered in French are shared and promoted, and how to assist in developing, planning and delivering health services in French within sectors deemed to be a priority.

If the Department is not required to extend an active offer of health services in French, the active offer is encouraged nonetheless. For example, the province has been awarding since 2010 the “*Bonjour!*” excellence award for services in French. In a press release announcing the award recipients, the efforts of an active offer promoter have been recognized. Also included is a definition of the active offer: “An active offer combines a bilingual greeting with visual cues, such as pins or signs, that indicate that a service is available in English or French” (our translation)⁶.

Furthermore, the plans developed by certain authorities for French-language services include the use of “active offer of services”⁷ terminology. For example, the Capital Health Authority “occasionally receives French-language services requests”. The authority provides a few measures that can be taken in order to meet these requests. The first step consists in seeking out the assistance of a bilingual employee, and if no bilingual employee is available, an interpreter is called upon, and the person requesting services in French can be directed to the directory of bilingual health care professionals. Moreover, information is provided to new and existing employees on the “*Bonjour!*” pin, which identifies the employees who are comfortable offering services in French. It is an opportunity “to raise employee awareness about the need to make an active offer of service in French”. As we can see, the active offer is defined as a series of measures aimed at meeting the needs for French-language services.

Ontario

In Ontario, the *French Language Services Act* (commonly known as Act 8) adopted in 1988 “guarantees an individual’s right to receive services in French from Government of Ontario ministries and agencies in 25 designated areas.”⁸ It allows for the designation of certain health care institutions to provide services in French⁹. It should be noted that organizations partly-funded by the province, including hospitals, are not automatically subjected to the *French Language Services Act*. They can ask to be designated and, by way of regulation, they officially become French-language service providers.¹⁰

In 2004, the provincial government took steps to reform the health care system to improve access to health care services. The cornerstone of this reform is the creation, in 2005, of Local Health Integration Networks (LHIN).

The *Local Health System Integration Act, 2006*, which is aimed at integrating more effectively the organization of services in the local communities, thus improving access to quality services, is committed to complying with the requirements set out in the *French Language Services Act*¹¹.

A French Language Health Services Office has been created. It “supports and facilitates the delivery of French language health services and compliance with the *French Language Services Act* in the Ministry of Health and Long-Term Care and in Ontario’s health care system¹².”

However, in 2006, the Francophone community asked to amend the bill on LHINs under the *French Language Services Act* so that the Francophone and aboriginal minorities are represented. The argument is made that this bill takes away the right of Francophones to manage their health care institution. There is a concern that these

6. Bonjour! Excellence award for services in French [online] <http://www.gov.ns.ca/news/details.asp?id=20100323003> (consulted on March 11, 2011).

7. French-Language Services Plan, Capital Authority, 2009-2010 [online] <http://www.cdha.nshealth.ca/default.aspx?page=DocumentRender&doc.Id=6240> (March 11, 2011).

8. <http://www.ofa.gov.on.ca/en/flsa.html> (January 21, 2011).

9. <http://www.ofa.gov.on.ca/en/flsa.html> (January 21, 2011).

10. <http://www.ofa.gov.on.ca/en/flsa.html> (January 21, 2011).

11. Local Health System Integration Act, 2006 [online] http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06l04_e.htm (consulted on March 10, 2011).

12. http://www.health.gov.on.ca/english/public/program/flhs/flhs_mn.html

networks, comprised mostly of Anglophones, will intervene in the management of hospitals run by Francophones. This bill, which does not take into account the gains achieved by Franco-Ontarians, has been the subject of criticism. The north-eastern LHIN # 13 (which includes Sudbury) is the only one out of 14 where nearly half of the board administrators speak French.

In response to this amendment request, the provincial government changed the powers and responsibilities of LHINs that are currently required to consult Francophone organizations that address health-related issues.

In 2007, the Ontario government assembled an advisory committee whose mandate was to assess the needs of the Francophone communities and to recommend solutions to improve access to health services in French.

In 2008, the French Language Services Commissioner, François Boileau, raised the issue of the committees' advisory capacity that makes it possible for Local Health Integration Networks (LHIN) to avoid accountability for their decisions. The Commissioner received over 80 complaints from the Franco-Ontarian community on this matter. The Commissioner suggested that the LHINs acquire a Francophone coordinator to actively participate in decisions and planning.

In January 2010, a new regulation was adopted to implement Section 16 of the *Local Health System Integration Act, 2006* that provides for the ongoing engagement of Francophone communities in the organization of health services. Six planning entities related to the 14 LHINs were created to ensure that French-language services are integrated in the province's 25 designated areas.

The role of the French language health planning entities is to advise the [Local Health Integration Networks] LHINs on: methods of engaging Francophone community in the area; the health needs and priorities of the Francophone community in the area, the health services available to the Francophone community in the area; the identification and designation of health service providers for the provision of French language health services

in the area; strategies to improve access to, accessibility of and integration of French language health services in the local health system; and the planning for and integration of health services in the area¹³.

Through the planning entities, the Francophone community can participate in the organization of health services in their designated areas.

With regards to the way services in French are offered in Ontario, it is not clear whether an active offer must be made by immediately giving users the choice to receive services in French or English. If this is not clearly set out in the Act, the French Language Services Commissioner reminds us that the government has expressed willingness to lean towards the active offer of services in French¹⁴. It would even be on this condition that the Ontario Public Service would fulfil its obligations under the *French Language Services Act*¹⁵. According to a guide developed by the government, services in French are actively offered when they are proactively offered. In other words, it is not the patient's responsibility to request health services in French¹⁶.

A study has been done to specify what is implied by the active offer. According to a document published by the Office of Francophone Affairs of Ontario, services are actively offered in French when:

- The approach focuses on the client or service;
- Staff members clearly understand their responsibilities with regards to services in French;
- There is a willingness, as necessary, to look at alternative and innovative solutions for

13. http://www.reseaufranco.com/en/research/Public_Policy/french_language_services%20.html

14. Commissariat aux services en français (2009), *Rapport spécial sur la planification des services de santé en français en Ontario*, 2009 <http://www.csf.gouv.on.ca/files/Rapport.pdf>

15. "The OPS [Ontario Public Service] is effective in fulfilling its responsibilities under the FLS Act when Francophone members of the public are informed about available services in French, have access to these services and are satisfied with the quality of these services." OPS Framework for Action: A Modern Ontario Public Service (2006), cited in Active Offer of French Language Services, [online] http://www.nelhin.on.ca/page_about.aspx?id=5890

16. *Practical Guide for the Active Offer of French-language Services in the Ontario Government*, Office of Francophone Affairs, April 2008.

respecting obligations relating to language of service and meeting the needs of the Francophone community¹⁷.

Manitoba

In Manitoba, the *French Language Services Policy*, in which the government commits itself to offer “services in both official languages in the designated areas where the French-speaking population is concentrated”, was adopted in 1989 and updated in 1999¹⁸.

In 1990, Maurice Gauthier published a report on French-language services which includes recommendations for designating bilingual and Francophone institutions in the fields of health and social services. As a result, in 1992, *Santé en français*, a resource unit, was established to facilitate the planning and delivery of French-language services within health facilities, health programs, regional health authorities and social services agencies designated as bilingual in Manitoba¹⁹.

Santé en français makes sure regional health authorities develop French-language services plans, provide training and translation services, provide linguistic resources, and promote French-language services.

In 1997, the *Regional Health Authorities Act* that gives the Lieutenant Governor in Council the authority to determine, by law, the “obligations of regional health authorities with regard to the delivery of health services in French and, especially, listing the regional health authorities that are subject to these obligations...”.

The *French Language Services Regulations* that were established in the wake of the *Regional Health*

Authorities Act state that the designated hospitals in the province must develop French-language services plans (Santé Sud-Est Inc., n.d.). This must be done in consultation with other Francophone communities in their region. According to these provincial regulations, seven regional health authorities must offer services in French.

A new report published by Judge Richard Chartier in 1998 recommends several measures to improve French-language services offered in the Provincial Public Service, including some services provided within the health network²⁰. He recommends “That the St-Boniface General Hospital be designated as the Winnipeg hospital responsible for providing services in French.” He recommends focusing primarily on “emergency, obstetrics, dialysis, geriatrics, admitting and family medical centres”, as well as the day hospital in another health facility.

In Manitoba, the government defines French-language services as follows:

The set of written, verbal, audio-visual and electronic communications in the French language by which a designated administrative body provides information or assistance to the members of the Francophone community in Manitoba, and which are comparable to its English language communications²¹.

French-language services must be *actively* offered. Therefore, an active offer of French-language services means:

- providing quality service in the official language of the clientele’s choice;
- making this service evident, readily available, and easily accessible to the client; and
- providing a comparable service in both official languages for all oral, written, and electronic communications related to the service²².

17. *Time to “plan ahead”*, Office of Francophone Affairs, 2008, p. 3-4; in Cardinal and Sauvé, 2010: *From Theory to Practice: Mechanisms for the Offer of French Language Services in Ontario’s Justice Sector*, vol. 1, Chaire de recherche sur la francophonie et les politiques publiques, University of Ottawa.

18. Secrétariat aux affaires francophones du Manitoba (1999). *Politique sur les services en langue française, mars 1999*. Found at <http://www.tlfq.ulaval.ca/axl/amnord/manitoba-1999.htm>

19. <http://www.rham.mb.ca/about/other/french.htm> (consulted on June 6, 2011).

20. Chartier, Honourable Judge Richard. *Above All, Common Sense – Report and Recommendations on French Language Services within the Government of Manitoba*. May 1998.

21. <http://www.gov.mb.ca/fls-slf/activeoffer.html>

22. Francophone Affairs Secretariat (1999). *French Language Services Policy – March 1999*. http://www.gov.mb.ca/fls-slf/pdf/fls_policy.pdf

This definition is used by the Winnipeg Regional Health Authority, which defines the active offer as follows:

Active offer: An offer of services in French which reflects measures taken to ensure that services in French are evident, readily available, easily accessible (whether provided by oral, written or electronic methods) and of comparable quality to those offered in English²³.

In more detail, here are the measures identified for ensuring the active offer of services in French in Manitoba:

- A bilingual greeting in person and on the phone;
- The visual identification of all bilingual staff;
- The publication of documents in a bilingual format and the transmittal of correspondence in the official language preferred by the client;
- Bilingual websites;
- The posting of bilingual signs;
- Quality service is provided in the official language of the client's choice;

- This service is readily available and accessible to the clients;
- A comparable service is provided in both official languages for all oral, written, and electronic communications related to the service;
- Bilingual employees wear the *Hello-Bonjour* badge or pin;
- All information materials intended for the general public are produced and displayed in a bilingual format²⁴.

Asking a Francophone client if he/she can get by in English needs to be avoided. Furthermore, the use of online translation software is discouraged. Finally, a position should not be designated bilingual just because the incumbent is bilingual. This last recommendation suggests a more structured approach for managing bilingual staff. Hiring should not be left to chance, and a linguistic profile should be established in advance for the positions.

23. Winnipeg Regional Health Authority (2005 and updated in 2008), French Language Services – Recruitment to Designated Bilingual (English/French) Positions

24. Francophone Affairs Secretariat (2008). Manitoba's Active Offer of Services in French. http://www.gov.mb.ca/fls-slf/pdf/bonjour_en.pdf

The Offer of French Services in the Hospitals Taking Part in This Study

Yarmouth General Hospital

The Yarmouth General Hospital is part of the South West Regional Health Authority in Nova Scotia and has been designated to offer services in French. In the *French-Language Services Plan* (2008-2009), several measures are identified to encourage the offer of French-language services.

It states that the authority “offers services to communities of different ethnic and racial backgrounds” and, that “whenever possible, South West Health will provide services in the patient/client’s language of choice using professional health interpreter”. The SWRHA developed a policy on interpretation services that states which services and resources are available for managing oral and written translation requests in French and other languages. The policy states that, whenever possible, the authority will offer services in the patient/client’s language of choice via professional interpreters specializing in health. Interpreter services are intended to reduce language barriers for patients who have difficulty communicating in English, including Francophone patients²⁵.

Furthermore, efforts are made to implement some bilingual health services, especially in public health services (Meteghan region), addiction services and mental health. A list of employees willing to offer services in French was drawn up and health authority can count on 23% of staff to offer services in French. French-language training is offered to employees.

Efforts are made to communicate in French (translation of information material, of hospital

signage and website) or through visual communication tools.

Visual communication tools allow patients and health care professionals to discuss the causes, symptoms and treatment of an illness through images and symbols.

However, not everything is translated. The list of translated documents is presented in the French-language services plan.

The “Bonjour!” program was implemented. It is designed to raise employee awareness of services in French and to encourage those who speak French to wear a pin or badge.

Horizon Health Network

Every hospital in the province must offer services in the patient’s official language of choice. Services must be actively offered in both official languages to give the patient this choice and allow him/her to exercise his/her right. This requirement is the strongest if we compare with other provincial legal contexts. It is therefore surprising to note that Horizon Health Network did not have an action plan in place for implementing a strategy aimed at offering services in French, as in the other provinces taking part in this study²⁶. Even in the former authorities, it did not appear that such plans had been developed. Nevertheless, the information obtained did allow us to note that several measures are taken to encourage the active offer of services in both official languages: hiring bilingual employees based on a contingency plan that identifies the minimum number of bilingual

25. Interpreter Services, no. 515.0, March 8th, 2007.

26. The plan development was underway at the time of the study. A two-page model was produced, briefly identifying the objectives and the means to achieve them.

employees within different departments, the use of lists identifying bilingual employees, linguistic training, employee awareness and oral and written communication in both official languages.

Sudbury Regional Hospital

The Sudbury Regional Hospital (SRH) was established as a result of an amalgamation that occurred after the Health Services Restructuring Commission, the same Commission that recommended the closure of the Montfort Hospital in 1997. In the Sudbury region, the new regional hospital was established as a result of the amalgamation of a hospital designated bilingual in 1997, formerly Francophone, and two Anglophone hospitals (no designation).

The Francophone community wanted continued access to health services in French, which the Laurentian Hospital ensured. As mentioned by the French Language Services Working Group (2005) that put together a brief as part of the restructuring of health services that occurred in Ontario in the mid 2000s:

However, in 40 years, Franco-Ontarians in Sudbury went from having their own hospital to sharing a bilingual hospital, only to end up with an anglophone hospital striving to implement services in French (our translation) (p. 24).

The group's perception is that the Franco-Ontarian community has lost control of one of its institutions.

At this time, the Francophones of Sudbury have lost all governance of their hospital services and, although the Sudbury Regional Hospital has been mandated to provide health services in French, it has only been "partially designated" eight years after the Commission's decision (our translation) (p. 24-25).

The community asked that the new entity be designated bilingual. Following the amalgamation and requests from the Francophone community to guarantee access to services in their language, the new hospital made a commitment to offer services in French. A French Language Services Advisory

Committee was assembled to engage in a dialogue with the Francophone community and provide recommendations for improving the offer of health services in French.

The SRH is located in the Sudbury district that is a designated area under the *French Languages Services Act*. The hospital was partially designated in 2001, i.e. only a portion of its services must and can be provided in French (see list of services in Appendix 1). The hospital's website states that it continues to implement its French-Language Services Plan until a complete designation of all patient care services is achieved²⁷. To achieve this, the focus has been on consulting the Francophone community in order to better identify its health services needs. A request to become a fully designated hospital was made in March of 2011.

Several measures are identified in the Designation Plan. The first measure consists in identifying the client's preferred language at reception. These clients must receive services in their language, which requires a number of bilingual employees. A recruitment and position identification strategy has been developed. Assessing the linguistic skills of current employees is essential. Bilingual positions are identified by prioritizing front line services (reception) where employees deal directly with the patients and offer services to the public.

The involvement of Francophones in decision-making processes and their presence in executive positions and committees is also expected in order to take into account the needs of the Francophone population when decisions are made.

Some measures have also been developed for managing work shifts, ensuring a bilingual presence. Finally, measures have been taken to inform the public of the areas where employees can provide services in French (pins, posters, professional cards). Forms are available in French or in

27. <http://www.hsnsudbury.ca/portalen/patientsetvisiteurs/service-sauxpatientsetauxfamilles/tabid/575/default.aspx> (December 21, 2010).

a bilingual format in designated areas. Public information must be available in French.

St-Boniface Hospital

The St-Boniface Hospital is part of the Winnipeg Regional Health Authority that is required to offer services in both official languages. The authority developed a strategic plan from 2008 to 2013 in order to increase service offerings in French²⁸. The goals set out in the plan for 2013 are as follows:

- Make sure Francophones have access to “comparable services” in French²⁹;
- Identify the patient’s preferred language in his/her chart;
- Strengthen bilingualism among staff;
- Obtain bilingual documents;
- Strengthen the Francophone culture within the Authority so that staff members feel comfortable and proud to speak French with Francophone clients;
- Identify the areas where services are offered in French.

At the St-Boniface Hospital, an administrative policy developed in 2006 states that the hospital is committed to offering services in both official languages.

Several administrative documents provide specific instructions on how to extend an active offer of services in both official languages. One document states that the hospital communicates with patients, visitors, the public and stakeholders in both official languages³⁰.

It is stated that the active offer must be extended when answering the phone. Employees in designated positions must greet the caller in both official languages and continue in the language chosen by the person. Bilingual staff will be identified. If an employee is unable to serve the patient in the official languages of his/her choice, he/she can ask other colleagues for assistance. In the absence of bilingual employees, the services of volunteers and interpreters can be used. Visually, the hospital environment will reflect the hospital’s policy on bilingualism. Correspondence will be in the patient’s language of choice. Written communication using informational materials and forms will be in both official languages.

Another document identifies the measures used to designate bilingual positions. The first step consists in assessing the situation with regards to French services. The assessment will also take into account the collective agreements in effect between the unions and the employer, as well as grievances at hand that could have an impact on the linguistic profile of positions. Then, positions designated bilingual are identified, *in good faith*, by prioritizing the positions having direct contact with the patients and public. A biannual evaluation will be conducted to determine whether or not the needs have changed.

The hospital has a policy to ensure that services are actively offered to Francophones.

28. 2008 - 2013 WRHA FLS Plan.

29. Comparable services means quality services that are equally accessible and available (2008 - 2013 WRHA FLS Plan).

30. French Language Services – Communications in Official Languages, no. I-740 replaces III-140, last modified on May 12, 2008.

Survey Results

Survey participation

If we only take into account respondents who filled out at least 30% of the survey, 902 persons participated in the survey (Table 1, page 37). According to the data obtained, this figure represents an approximate response rate of 8% for Yarmouth Regional Hospital, 3% for Horizon Health Network, 4% for Sudbury Regional Hospital and 5.5% for St-Boniface Hospital. One must take into consideration the fact that certain groups of employees do not have access to a computer in their workplace. Several respondents said that the survey was long and required lots of time to complete. These two factors could have discouraged certain people from responding. According to information obtained from some contact persons, it is estimated that ideally, a survey should not take more than 15 minutes to complete in a hospital environment. Our survey required on average twenty-nine minutes to complete.

The vast majority of respondents were women (between 86 and 95%) (Table 2, page 38). Between 50 and 84% of respondents are unionized (Table 3, page 38). Table 4 (page 39) shows the main union affiliations of the respondents. Table 5 (page 40) shows the main positions held by the respondents. Clerical personnel, nurses and administrators were the main respondent categories. Table 6 (page 41) shows that nurses (33%) and other health professionals (17%) were the main respondent professions. Table 7 (page 42) indicates that the highest diploma received by the majority of respondents is in the field of health. Most of the respondents had a college diploma (42%), and 36% of respondents had an undergraduate degree (Table 8, page 43). The largest proportion of respondents (44%) had started working at the current hospital during the past decade (2000-2009), while 40% had started working during the two preceding decades (1980-1999) (Table 9,

Table 1
Language used for the questionnaire

			Health authority				Total ³¹
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Language used.	French	Number	1	34	28	23	86
		%	1.0	7.8	17.9	10.7	9.5
	English	Number	95	401	128	192	816
		%	99.0	92.2	82.1	89.3	88.1
Total	Number	96³²	435	156	215	902	
	%	100	100	100	100	100	

31. Estimations calculated from the number of employees. Please note that groups of employees without access to a computer at work may have constituted a barrier to survey participation.

32. We selected respondents who completed at least 30% of the questionnaire.

page 43). The country of origin of the respondents was Canada in 96% of the cases (Table 10, page 44), and their province of origin in 85% of the cases was their current province of residence (Table 11, page 44). The largest proportion of

respondents (30%) were born between 1960 and 1969; 26% were born during the preceding decade; and 26% were born during the following decade (Table 12, page 44).

Table 2
Gender of respondent

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your gender?	Male	Number	5	59	14	27	105
		%	5.2	13.8	9.3	12.8	11.9
	Female	Number	91	367	137	184	779
		%	94.8	86.2	90.7	87.2	88.1
Total	Number	96	426	151	211	884	
	%	100	100	100	100	100	

Table 3
Member of a union affiliation

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Member of a union affiliation?	Non-union member	Number	15	86	76	81	258
		%	15.6	20.6	50.3	38.6	29.5
	Union member	Number	81	332	75	129	617
		%	84.4	79.4	49.7	61.4	70.5
Total	Number	96	418	151	210	875	
	%	100	100	100	100	100	

Table 4³³
What is your union affiliation?

		Health authority				Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
CUPE	Number	35	124	37	0	196
	%	43.2	37.9	49.30	0.0	32.0
IATSE	Number	0	0	0	21	21
	%	0.0	0.0	0.0	16.3	3.4
MAHCP	Number	0	0	0	5	5
	%	0.0	0.0	0.0	3.9	0.8
MGEU	Number	0	0	2	49	51
	%	0.0	0.0	2.7	38.0	8.3
MTS	Number	0	7	0	0	7
	%	0.0	2.1	0.0	0.0	1.1
NBMS/SMNB	Number	0	87	0	0	87
	%	0.0	26.6	0.0	0.0	14.2
NBNU/SIINB	Number	0	57	0	0	57
	%	0.0	17.4	0.0	0.0	9.3
NBU	Number	21	0	0	0	21
	%	25.9	0.0	0.0	0.0	3.4
NSGEU	Number	23	0	0	0	23
	%	28.4	0.0	0.0	0.0	3.8
NSNU	Number	0	0	23	0	23
	%	0.0	0.0	30.7	0.0	3.8
ONA	Number	0	0	13	0	13
	%	0.0	0.0	17.3	0.0	2.1
OPSEU / SEFPO	Number	0	41	0	0	41
	%	0.0	12.5	0.0	0.0	6.7
SERHA	Number	0	0	0	40	40
	%	0.0	0.0	0.0	31.0	6.5
UFCW / TUAC	Number	0	2	0	3	5
	%	0.0	0.6	0.0	2.3	0.8
Other	Number	2	5	0	8	21
	%	2.5	1.5	0.0	6.2	3.4
No response	Number	0	4	0	3	7
	%	0.0	1.2	0.0	2.3	1.1
Total	Number	81	327	75	129	612
	%	100	100	100	100	100

33. See Appendix 2 for the definition of acronyms.

Table 5
Position held at the hospital

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Position held at the hospital.	Physician	Number	0	3	10	6	19
		%	0.0	0.7	6.6	2.9	2.2
	Specialist physician	Number	2	5	5	3	15
		%	2.1	1.2	3.3	1.4	1.7
	Nurse	Number	19	60	23	40	142
		%	19.8	14.4	15.1	19.2	16.3
	Other health care professional	Number	15	38	23	13	89
		%	5.6	9.1	15.1	6.3	10.2
	Health technician	Number	13	44	9	13	79
		%	13.5	10.6	5.9	6.3	9.0
	Administrators	Number	11	59	11	30	111
		%	11.5	14.1	7.2	14.4	12.7
	Clerical personnel, worker, technician, support staff non related to health	Number	17	152	57	84	310
		%	17.7	36.5	37.5	40.4	35.5
	Research and education	Number	4	14	6	8	32
		%	4.2	3.4	3.9	3.8	3.7
No response	Number	15	42	8	11	76	
	%	15.6	10.1	5.3	5.3	8.7	
Total	Number	96	417	152	208	873	
	%	100	100	100	100	100	

Table 6
Profession of respondent

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your profession?	Physician	Number	0	5	8	6	19
		%	0.0	1.2	5.7	3.1	2.3
	Specialist physician	Number	1	3	6	1	11
		%	1.1	0.7	4.3	0.5	1.3
	Nurse	Number	39	119	40	74	272
		%	41.1	29.6	28.4	38.1	32.7
	Other health care professional	Number	20	70	29	19	138
		%	21.1	17.4	20.6	9.8	16.6
	Health technician	Number	13	57	8	13	91
		%	13.7	14.2	5.7	6.7	10.9
	Administrators	Number	2	15	5	15	37
		%	2.1	3.7	3.5	7.7	4.4
	Other ³⁴	Number	17	125	40	66	248
		%	17.9	31.1	28.4	34.0	29.8
No response	Number	3	8	5	0	16	
	%	3.2	2.0	3.5	0.0	1.9	
Total	Number	95	402	141	194	832	
	%	100	100	100	100	100	

34. For the “Other” category, we included job categories that were not part of the previous job categories. For example, support staff was included in this category. Please note that this category of employee, like office personnel, certainly had better access to a computer during their working hours, which allowed them to participate more easily in the survey.

Table 7
Field of study

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In what field of study have you received your highest diploma?	Health professions	Number	63	207	77	101	448
		%	66.3	51.5	55.0	52.3	54.0
	Professions in sciences and applied science	Number	1	28	10	9	48
		%	1.1	7.0	7.1	4.7	5.8
	Social science	Number	10	18	7	10	45
		%	10.5	4.5	5.0	5.2	5.4
	Administration	Number	9	66	13	32	120
		%	9.5	16.4	9.3	16.6	14.5
	Law	Number	0	5	2	0	7
		%	0.0	1.2	1.4	0.0	0.8
	Art	Number	2	7	5	6	20
		%	2.1	1.7	3.6	3.1	2.4
	High school	Number	0	11	5	6	22
		%	0.0	2.7	3.6	3.1	2.7
	Education	Number	2	5	2	4	13
		%	2.1	1.2	1.4	2.1	1.6
	Others	Number	1	6	1	4	12
		%	1.1	1.5	0.7	2.1	1.4
	No response	Number	7	49	18	21	95
		%	7.4	12.2	12.9	10.9	11.4
Total	Number	95	402	140	193	830	
	%	100	100	100	100	100	

Table 8
Level of education

			Health Authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your level of education?	Elementary or high school	Number	1	30	11	14	56
		%	1.1	7.0	7.1	6.5	6.3
	College	Number	47	168	66	97	378
		%	50.0	39.4	42.3	45.1	42.4
	University 1 st cycle	Number	35	172	46	66	319
		%	37.2	40.4	29.5	30.7	35.8
	University 2 nd and 3 rd cycle	Number	11	56	33	38	138
		%	11.7	13.1	21.2	17.7	15.5
Total	Number	94	426	156	215	891	
	%	100	100	100	100	100	

Table 9
Employment date at the current hospital (year)

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Employment date at the current hospital (year)?	1940 - 1969	Number	0	3	1	0	1
		%	0.0	0.2	0.0	0.0	0.1
	1970 - 1979	Number	11	26	14	14	65
		%	11.7	6.4	9.9	6.9	7.7
	1980 - 1989	Number	17	78	32	47	174
		%	18.1	19.3	22.7	23.0	20.6
	1990 - 1999	Number	18	79	37	31	165
		%	19.1	19.5	26.2	15.2	19.5
	2000 - 2009	Number	40	184	50	96	370
		%	42.6	45.4	35.5	47.1	43.8
	2010 - 2011	Number	8	35	7	16	66
		%	8.5	8.6	5.0	7.8	7.8
	Total	Number	94	405	141	204	844
		%	100	100	100	100	100

Table 10
Country of origin

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your country of origin?	Canada	Number	93	395	144	190	822
		%	97.9	96.3	99.3	92.2	96.0
	Other	Number	2	15	1	16	34
		%	2.2	3.6	0.7	7.8	4.0
Total		Number	95	410	145	206	856
		%	100	100	100	100	100

Table 11
Province of origin (if born in Canada)

			Health Authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your province of origin (if born in Canada)?	Province of hospital	Number	83	313	126	158	680
		%	94.3	80.3	91.3	86.3	85.1
	Out of province	Number	5	77	12	25	119
		%	5.6	19.7	8.7	13.7	14.9
Total		Number	88	390	138	183	799
		%	100	100	100	100	100

Table 12
Date of birth

			Health authority				Total	
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What is your date of birth?	1940 - 1949	Number	4	9	4	3	20	
		%	4.3	2.3	4.4	3.3	3.0	
	1950 - 1959	Number	26	96	18	31	171	
		%	27.7	24.5	20.0	34.1	25.6	
	1960 - 1969	Number	21	123	31	26	201	
		%	22.3	31.4	34.4	28.6	30.1	
	1970 - 1979	Number	27	99	26	21	173	
		%	28.7	25.3	28.9	23.1	25.9	
	1980 - 1989	Number	16	64	11	10	101	
		%	17.0	16.3	12.2	11.0	15.1	
	1990 - 1999	Number	0	1	0	0	1	
		%	0.0	0.3	0.0	0.0	0.1	
	Total		Number	94	392	90	91	667
			%	100	100	100	100	100

Language skills

As for the language skills of the respondents, we observed that 62% of the respondents had English as their mother tongue, that 18% had French as their first language and that a further 18% had both French and English as first languages (Table 14, page 46). The rate of bilingual respondents was higher than the bilingualism rate in the regions surveyed (see Table 13)³⁵.

However, the rate of Francophones is comparable to their current proportions in the regions surveyed. These rates were 21.5% in Yarmouth, 27.2% in Sudbury and 4% in Winnipeg (2006 Census data on the mother tongue). In New Brunswick, the rates of Francophones were below their demographic weight in Moncton, but above in Miramichi and Saint John, while they were approximately equivalent to their demographic weight in Fredericton.

Table 13
Percentage of Francophones

Regions	Percentage of Francophones (mother tongue)	Percentage of bilinguals
Yarmouth (CD) ³⁶	21.5%	0.7%
New Brunswick	32.4% ³⁷	0.6%
Sudbury (CD)	27.2%	1.0%
Winnipeg (CMA)	4.0%	0.3%

Source: Statistics Canada, 2006 Census.

Approximately half of respondents claimed to have at least a good enough knowledge of French to speak and understand it (Table 15, page 46 and Table 16, page 46). These rates were higher in Yarmouth and Sudbury. Half of respondents felt at ease at offering services in French, the highest rate being 70% in Sudbury and 59% in Yarmouth (Table 17, page 47). Based on respondents' perceptions, the potential for offering health services in French is therefore quite high in these hospitals.

35. As we do not have any data on the language profile of the hospital employees, we cannot do a comparison with the language profile of the respondents.

36. CD = Census Division. CMA = Census metropolitan area.

37. Note that in the regions of the four hospitals surveyed, this rate varies.

Table 14
What language(s) did you first learn and that you still understand today?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What language(s) did you first learn and that you still understand today?	English	Number	47	299	64	140	540
		%	49.0	68.7	45.1	66.7	62.3
	French	Number	22	60	48	25	155
		%	22.9	13.8	33.8	11.9	17.6
	English and French	Number	27	71	28	32	158
		%	28.1	16.3	19.7	15.2	17.9
	Others	Number	0	5	2	13	20
		%	0.0	1.1	1.4	6.2	2.3
Total	Number	96	435	142	210	883	
	%	100	100	100	100	100	

Table 15
In your opinion, how well do you master official language? – French – Spoken

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, how well do you master official language? French – Spoken.	Good, very good and excellent	Number	52	177	101	74	404
		%	55.9	41.5	68.2	37.4	46.7
	Fair, poor and nil	Number	41	249	47	124	461
		%	44.1	58.5	31.8	62.6	53.3
Total	Number	93	426	148	198	865	
	%	100	100	100	100	100	

Table 16
In your opinion, how well do you master official language? – French – Understand

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, how well do you master official language? French – Understand.	Good, very good and excellent	Number	58	197	106	84	445
		%	61.7	46.1	70.7	41.8	51.0
	Fair, poor and nil	Number	36	230	44	117	427
		%	38.3	53.9	29.3	58.2	49.0
Total	Number	94	427	150	201	872	
	%	100	100	100	100	100	

Table 17
What is your level of ease in providing health care in French?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is your level of ease in providing health care in French?	Very easy	Number	17	77	45	18	157
		%	19.5	22.1	33.1	10.2	21.0
	Easy	Number	20	27	29	17	93
		%	23.0	7.8	21.3	11.4	12.4
	Somewhat easy	Number	13	62	21	20	116
		%	15.9	17.8	15.4	11.4	15.5
	Difficult	Number	19	102	21	43	185
		%	21.8	29.3	15.4	24.4	24.8
	Very difficult	Number	18	80	20	78	196
		%	20.7	23.0	14.7	44.3	26.2
Total	Number	87	348	136	176	747	
	%	100	100	100	100	100	

Language used by the respondent and estimation of Francophone patients

The majority of respondents initiate contact with their patients always or primarily in English (68%); the rate was 86% at St-Boniface Hospital (Table 18, page 49). About a hundred respondents (14%) indicated that they respond in the language of the patient. We asked these respondents how they went about knowing the language of the patient: 28% indicated that they ask the patient, 26% responded that they knew by checking the patient's medical file, 23% deduced the patient's language by his or her family name, 17% knew by the patient's accent, 13% deduced it by the language used by the patient to communicate with other persons, and 7% found out a patient's language by asking colleagues (data not presented in a table).

A little more than half of respondents said that signs or posters give indications as to where services are offered in French in their department (Table 19, page 49). The rates are lower in Sudbury and St-Boniface, but it is important to note that in

these hospitals, all departments are not required to offer French services. Where offering French services is mandatory, like in New Brunswick, 60% of respondents say that their department have signs or posters indicating where French services are offered. However, the wearing of a pin identifying bilingual personnel is more widespread in Sudbury (Table 20, page 50). It's in Yarmouth and at Horizon where the pin is less worn by bilingual staff. A significant percentage (21%) of respondents replied that they did not know.

According to respondents, Francophone patients make up, on average, 26.5% of patients (Table 21, page 50). This rate is estimated to be 20% in St-Boniface and at Horizon, while it is 36% in Sudbury and 44% in Yarmouth. Twenty-two per cent of respondents claim that Francophone patients make up less than 10% of patients (Table 22, page 51). This rate is 32% at Horizon, 25% in St-Boniface, 8% in Sudbury and 5% in Yarmouth.

When asked what percentage of patients initiate conversation with them in French, the rate drops to 17%. The rate is 9% in St-Boniface, 15% at

Horizon, 24% in Sudbury and 25% in Yarmouth (Table 21, page 50). In fact, according to 45% of respondents, less than 10% of patients initiate conversation in French (Table 23, page 51). The rate increases to 63% in St-Boniface, to 49% at Horizon, to 33% in Yarmouth and to 29% in Sudbury. A quarter of respondents said that patients never speak to them in French (40% in St-Boniface, 24% at Horizon, 16% in Yarmouth and 15% in Sudbury) (Table 24, page 52).

When asked what percentage of Francophone patients ask to be served in their language, the rate drops to 14%: 11% in St-Boniface, 13% at Horizon, 15% in Yarmouth and 19% in Sudbury (Table 21, page 50).

According to 48% of respondents, less than 10% of patients ask to be served in French (Table 25, page 52). This rate increases to 62% of respondents in St-Boniface, 51% of respondents at Horizon, 43% of respondents in Yarmouth and 32% of respondents in Sudbury.

Lastly, 56% of Francophone patients receive services in their language; this rate is 37% in St-Boniface, 46% in Yarmouth, 53% in Sudbury and 65% at Horizon (Table 21, page 50). According to 30% of respondents, more than 90% of Francophone patients receive their services in French, while 16% of respondents claim that's it's rather less than 10% (Table 26, page 53).

Thirty-four percent of respondents claim that Francophone patients always or often begin speaking in French but switch to English, while 32% of respondents claim that this rarely or never happens (Table 27, page 53).

Sixty-five percent of respondents indicated that they always or often provide services in French to patients who initiate contact with them in French (Table 28, page 54). This rate is 50% in St-Boniface and 72% in Sudbury. Twenty-eight percent of respondents said they rarely or never do so. This rate varies from 43% in St-Boniface to 20% in Sudbury.

We were interested in having more details about how respondents react in the presence of a Francophone patient. Thirty-six percent of respondents always or often ask the patient if he or she speaks English, and if so, they continue serving the patient in English (Table 29, page 54). This was the case of 52% of respondents in St-Boniface and of 33 or 34% in the other hospitals. Twenty-seven percent of respondents always or often seek the assistance of a colleague having the same professional skills to translate (36% in St-Boniface and 12% in Sudbury) (Table 30, page 55), while 19% of respondents always or often seek the assistance of another employee who can speak French, regardless of his or her professional skills (12% in Sudbury, 19% in St-Boniface and 22% at Horizon) (Table 31, page 55). Nineteen percent always or often ask a person accompanying the patient to translate (12% in Sudbury and 29% in St-Boniface) (Table 32, page 56). Twenty percent refer the patient to a colleague who can speak French (25% in St-Boniface and 12% in Sudbury) (Table 33, page 56). Very few respondents sought the services of an interpreter made available by their hospital (Table 34, page 57). Certain respondents mentioned other methods, such as the use of documents (written, audio-visual, etc.) produced in French or the use of reference cards and cue cards. Some respondents tell the patient that they understand French but that they have difficulty speaking it. The patient then uses the language of his choice and the employee responds in English. Some respondents ask the patient if he or she would prefer to be served by a Francophone employee. In such cases, the patient often responds no and the employee continues in English. Other respondents indicated that they provide services in French but that patients often request documentation and explanations in English.

Among those who claimed that these measures created a further delay in service delivery, 25% felt this delay was not at all reasonable (Table 35, page 57). This rate varies between 14% in St-Boniface and 44% in Yarmouth.

Ninety-two percent of respondents felt that colleagues never or rarely hesitate to help them offer services in French, and this high rate was evident in all the hospitals surveyed (Table 36,

page 58). Seventy-nine percent of respondents feel very comfortable asking for a colleague's assistance (Table 37, page 58).

Table 18
In which language do you address your patients upon the initial visit?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
In which language do you address your patients upon the initial visit?	Always in English – More often in English than French	Number	64	206	84	155	509
		%	72.7	60.2	60.4	86.1	68.0
	English and French	Number	4	2	4	2	12
		%	4.5	0.6	2.9	1.1	1.6
	Always in French – More often in French than English	Number	5	87	23	11	126
		%	5.7	25.4	16.5	6.1	16.8
	In the patient's language	Number	15	47	28	12	102
		%	17.0	13.7	20.1	6.7	13.6
Total	Number	88	342	139	180	749	
	%	100	100	100	100	100	

Table 19
In your department, are there signs or posters that indicate where French services are available?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
In your department, are there signs or posters that indicate where French services are available?	Yes	Number	54	206	51	79	390
		%	61.4	59.7	37.8	45.1	52.5
	No	Number	25	73	58	54	210
		%	28.4	21.2	43.0	30.9	28.3
	I don't know	Number	9	66	26	42	143
		%	10.2	19.1	19.3	24.0	19.2
Total	Number	88	345	135	175	743	
	%	100	100	100	100	100	

Table 20
Do bilingual employees providing services to patients wear a pin to indicate that they can serve the patients in French or in both official languages?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Do bilingual employees providing services to patients wear a pin to indicate that they can serve the patients in French or in both official languages?	All the bilingual staff	Number	7	98	72	29	206
		%	8.0	28.6	52.9	16.4	27.7
	Only the bilingual staff in a designated position	Number	3	13	5	13	34
		%	3.4	3.8	3.7	7.3	4.6
	Only a part of the bilingual staff	Number	34	43	19	36	132
		%	38.6	12.5	14.0	20.3	17.7
	No	Number	35	113	25	43	216
		%	39.8	32.9	18.4	24.3	29.0
	I don't know	Number	9	76	15	56	156
		%	10.2	22.2	11.0	31.6	21.0
	Total	Number	88	343	136	177	744
		%	100	100	100	100	100

Table 21
Proportions of patients according to respondents

Proportion of patients		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Total
Proportion of Francophone patients	Number	60	198	90	85	434
	Mean (%)	44.3	19.7	35.8	20.2	26.5
	Median (%)	50	15	35	15	25
Proportion of patients that initially speak in French	Number	64	243	107	99	514
	Mean (%)	25.2	14.6	24.4	8.8	16.8
	Median (%)	20	10	20	5	10
Proportion of patients that request to be served in French	Number	63	241	105	97	507
	Mean (%)	15.0	13.0	19.1	11.4	14.2
	Median (%)	10	5	10	5	10
Proportion of Francophone patients that receive a service in their language	Number	35	130	61	37	264
	Mean (%)	46.3	64.7	52.9	37.5	55.8
	Median (%)	50	80	50	20	60

Table 22
Proportion of Francophone patients according to respondents

Proportion of Francophone patients (%)	Yarmouth Regional Hospital (60)	Horizon Health Network (195)	Sudbury Regional Hospital (90)	St-Boniface Hospital (85)	Total (430)
0 - 9.9	5.0	32.3	7.8	24.7	21.9
10 - 19.9	3.3	20.5	12.2	30.6	18.4
20 - 29.9	13.3	14.4	12.2	14.1	13.7
30 - 39.9	11.7	14.9	23.3	11.8	15.6
40 - 49.9	15.0	8.2	12.2	7.1	9.8
50 - 59.9	28.3	6.7	16.7	10.6	12.6
60 - 69.9	11.7	1.5	7.8	1.2	4.2
70 - 79.9	5.0	1.0	4.4	0.0	2.0
80 - 89.9	5.0	0.5	3.3	0.0	1.6
90 - 100	1.7	0.0	0.0	0.0	0.2
Total	100	100	100	100	100

Table 23
Proportion of patients that initially speak in French according to respondents

Proportion of patients that initially speak in French (%)	Yarmouth Regional Hospital (64)	Horizon Health Network (241)	Sudbury Regional Hospital (107)	St-Boniface Hospital (99)	Total (511)
0 - 9.9	32.8	49.0	29.0	62.6	45.4
10 - 19.9	14.2	19.9	16.8	21.2	18.8
20 - 29.9	12.5	13.7	18.7	9.1	13.7
30 - 39.9	7.8	7.5	9.4	2.0	6.9
40 - 49.9	9.4	3.3	7.5	0.0	4.3
50 - 59.9	15.6	4.2	8.4	5.1	6.7
60 - 69.9	1.6	0.0	3.7	0.0	1.0
70 - 79.9	1.6	0.4	2.8	0.0	1.0
80 - 89.9	3.1	0.4	2.8	0.0	1.2
90 - 100	1.6	1.7	0.9	0.0	1.2
Total	100	100	100	100	100

Table 24
In carrying out your duties, how often do patients speak to you in French?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In carrying out your duties, how often do patients speak to you in French?	Never	Number	14	82	21	69	186
		%	15.9	23.8	15.4	39.9	25.1
	Sometimes (less than once a week)	Number	30	162	37	81	310
		%	34.1	47.0	27.2	46.8	41.8
	Regularly (1-2 times a week)	Number	20	49	28	17	114
		%	22.7	14.2	20.6	9.8	15.4
	Often (3-4 times a week)	Number	15	23	22	4	64
		%	17.0	6.7	16.2	2.3	8.6
	Daily	Number	9	29	28	2	68
		%	10.2	8.4	20.6	1.2	9.2
Total	Number	88	345	136	173	742	
	%	100	100	100	100	100	

Table 25
Proportion of patients that request to be served in French

Proportion of patients that request to be served in French (%)	Yarmouth Regional Hospital (63)	Horizon Health Network (239)	Sudbury Regional Hospital (105)	St-Boniface Hospital (97)	Total (504)
0 - 9.9	42.9	51.5	32.4	61.9	48.4
10 - 19.9	25.4	21.3	27.6	15.5	22.0
20 - 29.9	15.9	15.1	13.3	9.3	13.7
30 - 39.9	3.2	2.9	6.7	3.1	3.8
40 - 49.9	6.4	3.4	5.7	2.1	4.0
50 - 59.9	3.2	3.4	9.5	7.2	5.4
60 - 69.9	0.0	0.8	1.0	1.0	0.8
70 - 79.9	0.0	0.0	2.9	0.0	0.6
80 - 89.9	3.2	0.4	0.0	0.0	0.6
90 - 100	0.0	1.3	1.0	0.0	0.8
Total	100	100	100	100	100

Table 26
Proportion of Francophone patients that receive their services
in their language according to respondents

Proportion of Francophone patients that receive their services in their language according to respondents (%)	Yarmouth Regional Hospital (35)	Horizon Health Network (130)	Sudbury Regional Hospital (61)	St-Boniface Hospital (37)	Total (263)
0 - 9.9	5.7	16.2	14.8	29.7	16.4
10 - 19.9	17.1	3.9	8.2	16.2	8.4
20 - 29.9	17.1	3.9	8.2	5.4	6.8
30 - 39.9	8.6	2.3	1.6	8.1	3.8
40 - 49.9	0.0	1.5	8.2	2.7	3.0
50 - 59.9	17.1	8.5	16.4	5.4	11.0
60 - 69.9	0.0	1.5	0.0	5.4	1.5
70 - 79.9	8.6	7.7	8.2	5.4	7.6
80 - 89.9	8.6	13.9	11.5	5.4	11.4
90 - 100	17.1	40.8	23.0	16.2	30.0
Total	100	100	100	100	100

Table 27
Overall at work, how often does it happen that you will serve
a patient who initiates a conversation in French, but then switches over to English?

		Health authority					
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Total	
Overall at work, how often does it happen that you will serve a patient who initiates a conversation in French, but then switches over to English?	Always	Number	1	7	6	4	18
		%	1.4	2.8	5.3	4.0	3.4
	Often	Number	21	83	41	21	166
		%	29.2	33.1	36.3	20.8	30.9
	Sometimes	Number	22	80	47	30	179
		%	30.6	31.9	41.6	29.7	33.3
	Rarely	Number	24	59	18	38	139
		%	33.3	23.5	15.9	37.6	25.9
	Never	Number	4	22	1	8	35
		%	5.6	8.8	0.9	0.9	6.5
Total	Number	72	251	113	101	537	
	%	100	100	100	100	100	

Table 28
If the patient speaks to you in French, do you serve him/her in French?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
If the patient speaks to you in French, do you serve him/her in French?	Always	Number	39	144	72	37	292
		%	53.4	56.9	64.3	35.9	54.0
	Often	Number	5	29	9	14	57
		%	6.8	11.5	8.0	13.6	10.5
	Sometimes	Number	6	18	9	8	41
		%	8.2	7.1	8.0	7.8	7.6
	Rarely	Number	8	30	11	15	64
		%	11.0	11.9	9.8	14.6	11.8
	Never	Number	15	32	11	29	87
		%	20.5	12.6	9.8	28.2	16.1
	Total	Number	73	253	112	103	541
		%	100	100	100	100	100

Table 29
What measures do you take to serve a Francophone patient?
I ask the patient if he/she speaks English and, if so, I continue in English

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What measures do you take to serve a Francophone patient? I ask the patient if he/she speaks English and, if so, I continue in English.	Always	Number	14	51	21	30	116
		%	20.0	20.7	20.2	30.9	22.4
	Often	Number	10	28	13	20	71
		%	14.3	11.4	12.5	20.6	13.7
	Sometimes	Number	7	28	9	13	57
		%	10.0	11.4	8.7	13.4	11.0
	Rarely	Number	9	42	18	11	80
		%	12.9	17.1	17.3	11.3	15.5
	Never	Number	30	97	43	23	193
		%	42.9	39.4	41.3	23.7	37.3
	Total	Number	70	246	104	97	517
		%	100	100	100	100	100

Table 30
What measures do you take to serve a Francophone patient?
I seek the help of an equally qualified colleague to translate

		Health authority					
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Total	
What measures do you take to serve a Francophone patient? I seek the help of an equally qualified colleague to translate.	Always	Number	6	50	7	20	83
		%	8.6	20.7	7.1	21.5	16.5
	Often	Number	7	28	5	13	53
		%	10.0	11.6	5.1	14.0	10.5
	Sometimes	Number	8	41	20	16	85
		%	11.4	16.9	20.4	17.2	16.9
	Rarely	Number	5	33	9	10	57
		%	7.1	13.6	9.2	10.8	11.3
	Never	Number	44	90	57	34	225
		%	62.9	37.2	58.2	36.6	44.7
	Total	Number	70	242	98	93	503
		%	100	100	100	100	100

Table 31
What measures do you take to serve a Francophone patient?
I seek the help of an employee who can speak French,
regardless of his/her professional qualifications

		Health authority					
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Total	
What measures do you take to serve a Francophone patient? I seek the help of an employee who can speak French, regardless of his/her professional qualifications.	Always	Number	3	22	5	12	42
		%	4.3	9.3	5.2	12.9	8.5
	Often	Number	6	31	7	6	50
		%	8.7	13.1	7.2	6.5	10.1
	Sometimes	Number	5	35	11	20	71
		%	7.2	14.8	11.3	21.5	14.3
	Rarely	Number	10	47	6	12	75
		%	14.5	19.8	6.2	12.9	15.1
	Never	Number	45	102	68	43	258
		%	65.2	43.0	70.1	46.2	52.0
	Total	Number	69	237	97	93	496
		%	100	100	100	100	100

Table 32

**What measures do you take to serve a Francophone patient?
I ask the patient if someone accompanying him/her can translate**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What measures do you take to serve a Francophone patient? I ask the patient if someone accompanying him/her can translate.	Always	Number	6	19	5	17	47
		%	8.7	7.9	5.3	18.1	9.5
	Often	Number	4	22	7	10	43
		%	5.8	9.2	7.4	10.6	8.7
	Sometimes	Number	10	40	15	18	83
		%	14.5	16.7	15.8	19.1	16.7
	Rarely	Number	9	40	11	10	70
		%	13.0	16.7	11.6	10.6	14.1
	Never	Number	40	118	57	39	254
		%	58.0	49.4	60.0	41.5	51.1
	Total	Number	69	239	95	94	497
		%	100	100	100	100	100

Table 33

**What measures do you take to serve a Francophone patient?
I refer the patient to a colleague who can speak French**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What measures do you take to serve a Francophone patient? I refer the patient to a colleague who can speak French.	Always	Number	4	25	4	14	47
		%	5.7	10.5	4.2	15.2	9.5
	Often	Number	10	23	8	9	50
		%	14.3	9.6	8.4	9.8	10.1
	Sometimes	Number	7	55	8	13	83
		%	10.0	23.0	8.4	14.1	16.7
	Rarely	Number	5	32	12	15	64
		%	7.1	13.4	12.6	16.3	12.9
	Never	Number	44	104	63	41	252
		%	62.9	43.5	66.3	44.6	50.8
	Total	Number	70	239	95	92	496
		%	100	100	100	100	100

Table 34
What measures do you take to serve a Francophone patient?
I use the services of the hospital's interpreter

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What measures do you take to serve a Francophone patient? I use the services of the hospital's interpreter.	Always	Number	1	4	0	7	12
		%	1.4	1.7	0.0	7.4	2.4
	Often	Number	0	4	1	4	9
		%	0.0	1.7	1.1	4.3	1.8
	Sometimes	Number	1	10	1	16	28
		%	1.4	4.2	1.1	17.0	5.7
	Rarely	Number	4	32	7	15	58
		%	5.7	13.4	7.5	16.0	11.7
	Never	Number	64	188	84	52	388
		%	91.4	79.0	90.3	55.3	78.4
	Total	Number	70	238	93	94	495
		%	100	100	100	100	100

Table 35

Since you indicated that these solutions create an additional delay in providing services to the patient, do you feel this delay is acceptable to the patient?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Since you indicated that these solutions create an additional delay in providing services to the patient, do you feel this delay is acceptable to the patient?	Not at all	Number	7	24	7	6	44
		%	43.8	27.3	25.0	14.0	25.1
	A little	Number	4	20	8	10	42
		%	25.0	22.7	28.6	23.3	24.0
	Somewhat	Number	3	36	8	18	65
		%	18.8	40.9	28.6	41.9	37.1
	Very	Number	2	8	5	9	24
		%	12.5	9.1	17.9	20.9	13.7
	Total	Number	16	88	28	43	175
		%	100	100	100	100	100

Table 36**Do you perceive that your colleagues are reluctant to help you with translation?**

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Do you perceive that your colleagues are reluctant to help you with translation?	Always	Number	0	1	0	3	4
		%	0.0	0.4	0.0	3.2	0.8
	Often	Number	0	3	0	4	7
		%	0.0	1.2	0.0	4.2	1.4
	Sometimes	Number	3	14	5	9	31
		%	4.5	5.8	5.6	9.5	6.3
	Rarely	Number	8	54	17	27	106
		%	12.1	22.4	19.1	28.4	21.6
	Never	Number	55	169	67	52	343
		%	83.3	70.1	75.3	54.7	69.9
Total	Number	66	241	89	95	491	
	%	100	100	100	100	100	

Table 37**Are you comfortable asking your colleagues for assistance?**

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Are you comfortable asking your colleagues for assistance?	I am very comfortable	Number	58	194	73	71	394
		%	82.4	81.9	77.7	71.7	79.1
	I am comfortable	Number	8	26	16	20	70
		%	11.8	11.0	17.0	20.2	14.1
	I am somewhat comfortable	Number	3	13	3	7	26
		%	4.4	5.5	3.2	7.1	5.2
	I am uncomfortable	Number	0	1	0	0	1
		%	0.0	0.4	0.0	0.0	0.2
	I am very uncomfortable	Number	1	3	2	1	7
		%	1.5	1.3	2.1	1.0	1.4
Total	Number	68	237	94	99	498	
	%	100	100	100	100	100	

Respondents' perceptions of service language

The majority of respondents (79%) feel that the hospital where they work must offer services in French (Table 38, page 59). The trend is similar in all hospitals, while Yarmouth had the lowest rate (45%). Eighty-four percent of respondents believe that their hospital must have signage in both official languages (Table 39, page 60). Here again, responses were similar amongst the hospitals, but the rate was lowest in Yarmouth (46%). Fifty-six percent of respondents felt that signage was systematically provided in both official languages in their hospital, while 22% felt that it was the case in certain departments (Table 40, page 60). It's in Yarmouth where the hospital less systematically provides signage in both official languages (22%), whereas in the other hospitals, the percentages are closer to the overall average.

There were fewer respondents (60%) who felt that their hospital is required to indicate via signage where services are available in French (Table 41, page 61). The percentages are similar

in all the hospitals, except in Yarmouth, which was once again lower (41%). Thirty-five percent of respondents believed their hospital systematically use signage to provide that information (the lowest percentage was in Yarmouth, at 18%), and 22% believed their hospital provides that information in certain places (the highest percentage being in Yarmouth, with 28%) (Table 42, page 61). It is interesting to note that 28% of respondents replied that they hadn't noticed.

Forty-two percent of respondents felt that all health professionals are required to provide services in the official language chosen by the patient; the lowest percentages were in St-Boniface (28%) and Yarmouth (34%) (Table 43, page 62)³⁸. This said, it is interesting to note that an equal 42% felt that healthcare professionals were not required to do so.

Furthermore, a majority of respondents (62%) believe that each unit and each department of their hospital must provide services in both official languages; the lowest percentages were in Yarmouth (33%) and St-Boniface (44%) (Table 44, page 62).

Table 38

In your opinion, is the hospital you work for required to offer its services in French?

		Health authority					
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Total	
In your opinion, is the hospital you work for required to offer its services in French?	Yes	Number	41	352	92	113	598
		%	45.1	87.1	82.1	76.4	79.2
	No	Number	22	31	12	14	79
		%	24.2	7.7	10.7	9.5	10.5
	I don't know	Number	28	21	8	21	78
		%	30.8	5.2	7.1	14.2	10.3
Total	Number	91	404	112	148	755	
	%	100	100	100	100	100	

38. This question should have been understood as follows: all professionals must actively offer services in both official languages. However, some respondents perhaps understood that all professionals must offer all services in the patient's official language of choice.

Table 39**In your opinion, is the hospital required to display signage in both official languages (in English and in French)?**

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
In your opinion, is the hospital required to display signage in both official languages (in English and in French)?	Yes	Number	42	356	124	180	702
		%	46.2	87.9	88.2	88.2	83.6
	No	Number	19	20	7	8	54
		%	20.9	4.9	5.0	3.9	6.4
	I don't know	Number	30	29	9	16	84
		%	33.0	7.2	6.4	7.8	10.0
Total	Number	91	405	140	204	840	
	%	100	100	100	100	100	

Table 40**Is this done at the hospital? (display signage in both official languages)**

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Is this done at the hospital? (display signage in both official languages).	Not at all	Number	3	6	0	1	10
		%	3.3	1.5	0.0	0.5	1.2
	Very little	Number	12	7	4	3	26
		%	13.2	1.8	2.9	1.5	3.1
	Somewhat	Number	21	31	9	17	78
		%	23.1	7.8	6.4	8.4	9.4
	In certain areas	Number	26	72	35	50	183
		%	28.6	18.1	25.0	24.8	22.0
	Systematically	Number	20	243	83	120	466
		%	22.0	61.1	59.3	59.4	56.1
	I haven't noticed	Number	9	39	9	11	68
		%	9.9	9.8	6.4	5.4	8.2
	Total	Number	91	398	140	202	831
		%	100	100	100	100	100

Table 41
In your opinion, is the hospital required to indicate via signage where services are offered in French?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, is the hospital required to indicate via signage where services are offered in French?	Yes	Number	37	267	80	117	501
		%	41.1	66.6	57.6	57.6	60.1
	No	Number	14	35	13	16	78
		%	15.6	8.7	9.4	7.9	9.4
	I don't know	Number	39	99	46	70	254
		%	43.3	24.7	33.1	34.5	30.5
Total	Number	90	401	139	203	833	
	%	100	100	100	100	100	

Table 42

Is this done at the hospital? (indicate via signage where services are offered in French)

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Is this done at the hospital? (indicate via signage where services are offered in French).	Not at all	Number	3	9	4	4	20
		%	3.4	2.3	2.9	2.0	2.5
	Very little	Number	9	12	3	2	26
		%	10.1	3.0	2.2	1.0	3.2
	Somewhat	Number	12	17	14	29	72
		%	13.5	4.3	10.3	14.7	8.8
	In certain areas	Number	25	78	32	48	183
		%	28.1	19.8	23.5	24.4	22.4
	Systematically	Number	16	160	40	68	284
		%	18.0	40.6	29.4	34.5	34.8
	I haven't noticed	Number	24	118	43	46	231
		%	27.0	29.9	31.6	23.4	28.3
	Total	Number	89	394	136	197	816
		%	100	100	100	100	100

Table 43

In your opinion, are all healthcare professionals who interact with the patients required to offer services in the patient's official language of choice?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, are all healthcare professionals who interact with the patients required to offer services in the patient's official language of choice?	Yes	Number	28	210	55	57	350
		%	31.5	52.5	39.9	28.1	42.3
	No	Number	36	149	64	100	349
		%	40.4	37.3	46.4	49.3	42.0
	I don't know	Number	25	41	19	46	131
		%	28.1	10.3	13.8	22.7	15.8
Total	Number	89	400	138	203	830	
	%	100	100	100	100	100	

Table 44

In your opinion, is each department/services required to offer services in the patient's official language of choice?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, is each department/ services required to offer services in the patient's official language of choice?	Yes	Number	29	313	80	89	511
		%	33.0	78.3	57.1	44.3	61.6
	No	Number	31	48	36	59	174
		%	35.2	12.0	25.7	29.4	21.0
	I don't know	Number	28	39	24	53	144
		%	31.8	9.8	17.1	26.4	17.4
Total	Number	88	400	140	201	829	
	%	100	100	100	100	100	

The role of supervisors

When asked about the role of supervisors, 49% of respondents replied that they had not been informed about the language in which services must be delivered in the hospital (Table 45, page 63). The percentages are higher in Yarmouth (68%) and St-Boniface (67%). These results are surprising considering that these hospitals committed to offering services in French. Even at Horizon, where there is a legal obligation to provide services in French, 33% of employees said they had not been informed.

Among those who said they had been informed, 57% said they had been informed when they were hired (Table 46, page 64). We asked them how they had been informed: between 25 and 31% responded they had been informed 1) through written information received by e-mail or on a Web site, 2) through information obtained in brochures and documents, 3) informally during conversations, and 4) during workshops, training or information sessions. Nineteen percent were informed through other means: their job description, meetings with colleagues or supervisors and the job interview. Others were informed through orientation sessions (6%) or by familiarizing themselves with the policies and the laws (4%).

Furthermore, 65% of respondents said that they were informed by supervisors or other employees about the resources at their disposal to help them offer services in French, which seems to contradict the preceding result (Table 47, page 64). The lowest percentage was in Sudbury (51%), while the highest was in St-Boniface (69%).

When asked what resources were at their disposal, the majority of respondents (50%) mentioned language training, 32% said the services of an interpreter and 19% answered that they had access to the list of bilingual employees (19%) (Table 48, page 65). There weren't any significant variations between the hospitals. As far as interpreter services are concerned, we saw earlier that very few respondents make use of this service. An analysis of the interviews can help us understand, since it is felt that using the services of interpreters complicates the delivery of health services. Among the other resources given, respondents mentioned the presence of bilingual employees, electronic resources (intranet, e-mail, telephone messages), information about the language of service, bilingual service pins or bracelets identifying employees or patients.

Table 45
In the work place, were you informed as to which language to use when offering services at the hospital?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In the work place, were you informed as to which language to use when offering services at the hospital?	Yes	Number	21	249	51	53	374
		%	21.6	57.4	32.7	24.7	41.5
	No	Number	66	143	86	144	439
		%	68.0	32.9	55.1	67.0	48.7
	No response	Number	10	42	19	18	89
		(%)	10.3	9.7	12.2	8.4	9.9
Total	Number	97	434	156	215	902	
	(%)	100	100	100	100	100	

Table 46

**You indicated that you were informed as to which language to use
when offering services at the hospital, more specifically, when were you informed?**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
You indicated that you were informed as to which language you should offer services at the hospital, more specifically, when were you informed?	Upon my hiring	Number	14	126	38	34	212
		(%)	66.7	50.6	74.5	64.2	56.7
	After my hiring	Number	7	124	14	19	164
		(%)	33.3	49.8	27.5	35.8	44.1
	Total	Number	21	250	52	53	376
		(%)	100	100	100	100	100
	Workshops, training or information sessions	Number	4	78	10	18	110
		(%)	19.0	31.3	19.6	34.0	29.4
	Informally during a conversation	Number	9	79	13	14	116
		(%)	42.9	31.7	25.5	26.4	31.0
	Through written information materials (brochures, texts)	Number	6	66	11	24	107
		(%)	28.6	26.5	21.6	45.3	28.6
	Through written information via e-mail or websites	Number	3	69	9	11	92
		(%)	14.3	27.7	17.6	20.8	24.6
Other	Number	3	45	18	6	72	
	(%)	14.3	18.1	35.3	11.3	19.3	
Total	Number	21	249	51	53	374	
	(%)	100	100	100	100	100	

Table 47

**Have your superiors or employees ever informed you
of any resource available to assist you in offering services in French?**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Have your superiors or employees ever informed you of any resource available to assist you in offering services in French?	Yes	Number	55	260	69	137	521
		%	64.0	67.4	50.7	69.2	64.6
	No	Number	31	126	67	61	285
		%	36.0	32.6	49.3	30.8	35.4
Total	Number	86	386	136	198	806	
	%	100	100	100	100	100	

Table 48
You indicated that your superiors or employees have informed you of the resources available to assist you in offering services in French, more specifically, what are those resources?

		Health authority				Total ³⁹
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Language workshops, training or information sessions.	Number	43	210	59	114	426
	%	53.8	49.1	53.6	47.1	49.5
A list of bilingual employees.	Number	12	95	21	32	160
	%	15.0	22.2	19.1	13.2	18.6
Translating services.	Number	25	123	30	96	274
	%	31.3	28.7	27.3	39.7	31.9
Total	Number	80	428	110	242	860
	%	100	100	100	100	100

Point of view of respondents on the language of service

This section was on the point of view of respondents on offering French services. We observed that 58% of respondents agree completely or strongly that the right of Francophone patients to receive French services in their hospital should be recognized (Table 49, page 66). The percentage was lowest in St-Boniface (48%), and at Horizon (57%), while the rate was higher in Sudbury (69%) and in Yarmouth (71%). We can conclude that respondents who moderately or somewhat recognize this right of Francophone patients (37%) or who don't recognize it at all (4%) could be less motivated to make efforts to offer French services to Francophone patients.

If we take into account the language of respondents, we observe that Anglophones are less likely than Francophones or bilingual persons (English and French) to recognize this right in all of the hospitals surveyed: 44% of Anglophones completely or strongly recognize this right, compared to 91% of Francophones and 79% of bilingual persons (Table 50, page 67).

Furthermore, 55% of respondents completely or strongly agree that it is realistic for their hospital

to recognize the right of Francophone patients to receive French services (Table 51, page 67). Once again, it is in St-Boniface where this percentage was the lowest (43%), and at Horizon (54%), while it was highest in Sudbury (66%) and in Yarmouth (68%).

When the language of respondents is factored in, we note that Anglophones (42%) are less likely than Francophones (84%) to completely or strongly agree that it is realistic for their hospital to recognize the right of Francophone patients to receive French services (Table 52, page 68).

Forty percent of respondents completely or strongly agree that it is legitimate for Francophone patients, who can speak English, to request French services (Table 53, page 68). The rates are lower in St-Boniface (33%) and at Horizon (38%), and higher in Yarmouth (48%) and Sudbury (49%). If we factor in the language of respondents, a higher proportion of Francophones (67%) claims to completely or strongly agree with recognizing this right, compared to 27% of Anglophones (Table 54, page 69).

Half of respondents completely or strongly agree with the statement that French services offered in

³⁹. More than one response was possible.

their hospital are sufficient and respect the rights of Francophones, the rate varying slightly between the various hospitals (Table 55, page 69). When the language of respondents is factored in, 59% of Francophones completely or strongly agree with this statement, compared to 46% of Anglophones (Table 56, page 70).

In addition, 53% of respondents somewhat agree or do not agree at all with the statement that their hospital should only offer French services in certain situations (Table 57, page 70). This rate was 65% among Francophones and 47% among Anglophones (Table 58, page 71). Furthermore,

19% of respondents completely or strongly agreed with this statement. Several respondents indicated in which situations it is necessary to offer French services: when the health professional is bilingual, when the services of an interpreter are available or when a bilingual employee is present, when the patient does not speak English, when he or she is confused, when the service required is not available at the local French-language hospital, when the condition of the patient is serious or complex, when a procedure must be explained or when the hospital has legal obligations to do so.

Table 49
Degree of agreement – The French-speaking patients have the right to receive services in French in our hospital

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Degree of agreement – The French-speaking patients have the right to receive services in French in our hospital.	Totally	Number	35	176	75	54	340
		%	42.2	45.1	54.0	27.8	42.2
	Strongly	Number	24	47	21	38	130
		%	28.9	12.1	15.1	19.6	16.1
	Moderately	Number	17	124	25	63	229
		%	20.5	31.8	18.0	32.5	28.4
	Slightly	Number	6	29	11	26	72
		%	7.2	7.4	7.9	13.4	8.9
	Not at all	Number	1	14	7	13	35
		%	1.2	3.6	5.0	6.7	4.3
	Total	Number	83	390	139	194	806
		%	100	100	100	100	100

Table 50
Degree of agreement – The French-speaking patients have the right to receive services in French in our hospital (according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
Degree of agreement – The French-speaking patients have the right to receive services in French in our hospital.	Totally	Number	145	93	86	4	328
		%	28.9	72.7	60.6	21.1	41.5
	Strongly	Number	75	23	26	3	127
		%	15.0	18.0	18.3	15.8	16.1
	Moderately	Number	184	12	24	10	230
		%	36.7	9.4	16.9	52.6	29.1
	Slightly	Number	67	0	4	0	71
		%	13.4	0.0	2.8	0.0	9.0
	Not at all	Number	30	0	2	2	34
		%	6.0	0.0	1.4	10.5	4.3
	Total	Number	501	499	142	19	790
		%	100	100	100	100	100

Table 51
Degree of agreement – It is realistic to recognize the right of Francophone patients to receive services in French at our hospital

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Degree of agreement – It is realistic to recognize the right of Francophone patients to receive services in French at our hospital.	Totally	Number	34	154	72	49	309
		%	41.0	39.8	51.8	25.1	38.4
	Strongly	Number	22	54	20	35	131
		%	26.5	14.0	14.4	17.9	16.3
	Moderately	Number	18	112	25	69	224
		%	21.7	28.9	18.0	35.4	27.9
	Slightly	Number	8	51	12	25	96
		%	9.6	13.2	8.6	12.8	11.9
	Not at all	Number	1	16	10	17	44
		%	1.2	4.1	7.2	8.7	5.5
	Total	Number	83	387	139	195	804
		%	100	100	100	100	100

Table 52**Degree of agreement – It is realistic to recognize the right of Francophone patients to receive services in French at our hospital (according to mother tongue)**

		Mother tongue					Total
		English	French	English and French	Others		
Degree of agreement - It is realistic to recognize the right of Francophone patients to receive services in French at our hospital.	Totally	Number	132	78	84	3	297
		%	26.5	60.9	59.6	15.0	37.7
	Strongly	Number	74	30	21	4	129
		%	14.8	23.4	14.9	20.0	16.4
	Moderately	Number	169	19	26	9	223
		%	33.9	14.8	18.4	45.0	28.3
	Slightly	Number	86	1	7	2	96
		%	17.2	0.8	5.0	10.0	12.2
	Not at all	Number	38	0	3	2	43
		%	7.6	0.0	2.1	10.0	5.5
	Total	Number	499	128	141	20	788
		%	100	100	100	100	100

Table 53**Degree of agreement – It is legitimate for a French-speaking patient, who speaks well in English, to ask to be served in French**

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Degree of agreement – It is legitimate for a French-speaking patient, who speaks well in English, to ask to be served in French.	Totally	Number	22	114	51	41	228
		%	26.8	29.4	36.4	20.9	28.3
	Strongly	Number	17	35	18	24	94
		%	20.7	9.0	12.9	12.2	11.7
	Moderately	Number	31	137	36	66	270
		%	37.8	35.3	25.7	33.7	33.5
	Slightly	Number	10	40	13	28	91
		%	12.2	10.3	9.3	14.3	11.3
	Not at all	Number	2	62	22	37	123
		%	2.4	16.0	15.7	18.9	15.3
	Total	Number	82	388	140	196	806
		%	100	100	100	100	100

Table 54
Degree of agreement – It is legitimate for a French-speaking patient, who speaks well in English, to ask to be served in French (according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
Degree of agreement – It is legitimate for a French-speaking patient, who speaks well in English, to ask to be served in French.	Totally	Number	83	69	62	3	217
		%	16.6	53.5	43.7	15.0	27.5
	Strongly	Number	50	18	19	2	89
		%	10.0	14.0	13.4	10.0	11.3
	Moderately	Number	190	32	40	6	268
		%	38.1	24.8	28.2	30.0	33.9
	Slightly	Number	74	5	10	4	93
		%	14.8	3.9	7.0	20.0	11.8
	Not at all	Number	102	5	11	5	123
		%	20.4	3.9	7.7	25.0	15.6
	Total	Number	499	129	142	20	790
		%	100	100	100	100	100

Table 55
Degree of agreement – The offer of services in French in our hospital is fair and respects the right of Francophones to have access to health care services in French

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Degree of agreement – The offer of services in French in our hospital is fair and respects the right of Francophones to have access to health care services in French.	Totally	Number	25	111	43	41	220
		%	30.5	28.8	30.7	21.0	27.4
	Strongly	Number	23	85	30	43	181
		%	28.0	22.0	21.4	21.4	22.5
	Moderately	Number	22	139	42	73	276
		%	26.8	36.0	30.0	37.4	34.4
	Slightly	Number	9	36	18	28	91
		%	11.0	9.3	12.9	14.4	11.3
	Not at all	Number	3	15	7	10	35
		%	3.7	3.9	5.0	5.1	4.4
	Total	Number	82	386	140	195	803
		%	100	100	100	100	100

Table 56

Degree of agreement – The offer of services in French in our hospital is fair and respects the right of Francophones to have access to health care services in French

		Mother tongue					Total
		English	French	English and French	Others		
Degree of agreement – The offer of services in French in our hospital is fair and respects the right of Francophones to have access to health care services in French.	Totally	Number	122	44	45	7	218
		%	24.4	34.1	31.9	38.9	27.7
	Strongly	Number	108	32	35	3	178
		%	21.6	24.8	24.8	16.7	22.6
	Moderately	Number	186	33	41	7	267
		%	37.3	25.6	29.1	38.9	33.9
	Slightly	Number	58	14	17	1	90
		%	11.6	10.9	12.1	5.6	11.4
	Not at all	Number	25	6	3	0	34
		%	5.0	4.7	2.1	0.0	4.3
Total	Number	499	129	141	18	787	
	%	100	100	100	100	100	

Table 57

Degree of agreement – The right of Francophones to have access to health care services in French should be exercised in certain situation only

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Degree of agreement – The right of Francophones to have access to health care services in French should be exercised in certain situations only.	Totally	Number	4	30	11	14	59
		%	5.0	7.8	8.0	7.5	7.5
	Strongly	Number	8	37	13	25	83
		%	10.0	9.7	9.5	13.4	10.5
	Moderately	Number	18	107	38	65	228
		%	22.5	27.9	27.7	34.8	29.0
	Slightly	Number	8	52	23	27	110
		%	10.0	13.6	16.8	14.4	14.0
	Not at all	Number	42	157	52	56	307
		%	52.5	41.0	38.0	29.9	39.0
Total	Number	80	383	137	187	787	
	%	100	100	100	100	100	

Table 58
Degree of agreement – This right should be exercised
in certain situations only (according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
Degree of agreement - This right should be exercised in certain situations only.	Totally	Number	38	5	13	3	59
		%	7.8	4.1	9.2	15.0	7.6
	Strongly	Number	63	5	13	3	84
		%	12.9	4.1	9.2	15.0	10.9
	Moderately	Number	160	32	27	8	227
		%	32.8	26.0	19.1	40.0	29.4
	Slightly	Number	72	14	18	1	105
		%	14.8	11.4	12.8	5.0	13.6
	Not at all	Number	155	67	70	5	297
		%	31.8	54.5	49.6	25.0	38.5
	Total	Number	488	123	141	20	772
		%	100	100	100	100	100

Perceptions of the hospital's commitment

We wanted to know respondents' perceptions of their hospital's managers commitment toward French services. We found that 65% of respondents replied that their hospital takes French services very seriously or seriously (Table 59, page 72). This percentage varied between 46% in Yarmouth, 55% in Sudbury, 67% in St-Boniface and 72% at Horizon. These numbers are indicative not only of the importance given to French services by the various hospitals, but also of the relative expectations of respondents in this regard. It is worthwhile noting that 18% of respondents replied that they did not know; this percentage was similar in all hospitals, except in Yarmouth, where the rate was 28%.

If we factor in the language of respondents, 56% of Francophones said their hospital takes French services very seriously or seriously, compared to 73% of Anglophones (Table 60, page 73).

A majority of respondents (72%) felt their hospital *should* take French services very seriously

or seriously; this rate was 83% in Yarmouth, 77% in Sudbury, 74% at Horizon and 64% à St-Boniface (Table 61, page 73).

If we factor in the language of respondents, 64% of Anglophones and 95% of Francophones felt their hospital should take French services very seriously or seriously (Table 62, page 74).

The gap between data in Tables 59 and 61 reveals that, with the exception of St. Boniface, respondents felt their hospital should take French services more seriously than it does, especially in Yarmouth. That is even more obvious among Francophone respondents. This result is confirmed in the subsequent data. In fact, 39% of respondents feel that more or a lot more effort needs to be made to offer French services to Francophones; the rate is the same at Horizon, but was 53% in Yarmouth, 48% in Sudbury and 28% in St-Boniface (Table 63, page 74). Almost a third of respondents believe that no further efforts should be made to offer French services.

When the language of respondents is factored in, 74% of Francophones, compared to 24% of

Anglophones, feel that more or a lot more needs to be done to offer French services to Francophones (Table 64, page 75).

Yet, 54% of respondents feel they are already making a very strong or strong effort to offer French services, the percentage being 65% in Sudbury, 60% at Horizon, 55% in Yarmouth and 36% in St-Boniface (Table 65, page 75). It is the Francophones who feel they are making the strongest effort to offer French services. This percentage

was 40% among Anglophones and 89% among Francophones (Table 66, page 76).

However, 73% of respondents say they are willing to do more or a lot more to offer French services, the percentage being 65% in St-Boniface, 73% at Horizon, 76% in Sudbury and 90% in Yarmouth (Table 67, page 76). The rates are respectively 65% among Anglophones and 92% among Francophones (Table 68, page 77). These results indicate that an increased level of service to Francophones is possible.

Table 59
In your opinion, how much importance does the hospital’s administration currently give to services in French?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, how much importance does the hospital’s administration currently give to services in French?	None	Number	2	2	3	1	8
		%	2.5	0.5	2.2	0.5	1.0
	Very little	Number	7	11	14	2	34
		%	8.6	2.9	10.4	1.0	4.3
	Little	Number	12	28	20	28	88
		%	14.8	7.3	14.8	14.4	11.1
	Great importance	Number	29	160	46	84	319
		%	35.8	41.6	34.1	43.3	40.1
	Very great importance	Number	8	115	29	47	199
		%	9.9	29.9	21.5	24.2	25.0
	I don’t know	Number	23	69	23	32	147
		%	28.4	17.9	17.0	16.5	18.5
	Total	Number	81	385	135	194	795
		%	100	100	100	100	100

Table 60

In your opinion, how much importance does the hospital's administration currently give to services in French? (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
In your opinion, how much importance does the hospital's administration currently give to services in French?	None	Number	4	2	1	0	7
		%	0.8	1.6	0.7	0.0	0.9
	Very little	Number	10	13	9	0	32
		%	2.0	10.3	6.4	0.0	4.1
	Little	Number	38	23	20	3	84
		%	7.7	18.3	14.3	15.8	10.8
	Great importance	Number	211	52	43	4	310
		%	42.7	41.3	30.7	21.1	39.8
	Very great importance	Number	148	18	27	7	200
		%	30.0	14.3	19.3	36.8	25.7
	I don't know	Number	83	18	40	5	146
		%	16.8	14.3	28.6	26.3	18.7
	Total	Number	494	126	140	19	779
		%	100	100	100	100	100

Table 61

In your opinion, how much importance should your hospital's administration give to services in French?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
In your opinion, how much importance should your hospital's administration give to services in French?	None	Number	1	6	3	7	17
		%	1.2	1.6	2.2	3.6	2.1
	Very little	Number	0	14	6	13	33
		%	0.0	3.6	4.4	6.7	4.1
	Little	Number	3	60	16	28	107
		%	3.7	15.5	11.9	14.4	13.4
	Great importance	Number	38	153	52	86	329
		%	46.9	39.6	38.5	44.3	41.3
	Very great importance	Number	29	130	51	39	249
		%	35.8	33.7	37.8	20.1	31.3
	I don't know	Number	10	23	7	21	61
		%	12.3	6.0	5.2	10.8	7.7
	Total	Number	81	386	135	194	796
		%	100	100	100	100	100

Table 62**In your opinion, how much importance should your hospital's administration give to services in French? (according to mother tongue)**

		Mother tongue					Total
		English	French	English and French	Others		
In your opinion, how much importance should your hospital's administration give to services in French?	None	Number	15	0	1	1	17
		%	3.0	0.0	0.7	5.3	2.2
	Very little	Number	28	0	5	0	33
		%	5.7	0.0	3.5	0.0	4.2
	Little	Number	94	2	7	3	106
		%	19.1	1.6	5.0	15.8	13.6
	Great importance	Number	217	44	52	9	322
		%	44.0	34.6	36.9	47.4	41.3
	Very great importance	Number	101	76	58	3	238
		%	20.5	59.8	41.1	15.8	30.5
	I don't know	Number	38	5	18	3	64
		%	7.7	3.9	12.8	15.8	8.2
	Total	Number	493	127	141	19	780
		%	100	100	100	100	100

Table 63**In your opinion, should more effort be made to offer services in French to Francophones?**

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, should more effort be made to offer services in French to Francophones?	Not at all	Number	12	133	39	69	253
		%	15.0	35.3	29.1	35.6	32.2
	A little more	Number	20	63	21	45	149
		%	25.0	16.7	15.7	23.2	19.0
	Yes, more effort must be made	Number	35	105	38	40	218
		%	43.8	27.9	28.4	20.6	27.8
	A lot more	Number	7	40	27	14	88
		%	8.8	10.6	20.1	7.2	11.2
	I don't know	Number	6	36	9	26	77
		%	7.5	9.5	6.7	13.4	9.8
	Total	Number	80	377	134	194	785
		%	100	100	100	100	100

Table 64

**In your opinion, should more effort be made to offer services in French to Francophones?
(according to mother tongue)**

		Mother tongue					Total
		English	French	English and French	Others		
In your opinion, should more effort be made to offer services in French to Francophones?	Not at all	Number	219	5	20	9	253
		%	45.1	4.0	14.5	47.4	32.9
	A little more	Number	98	21	26	2	147
		%	20.2	16.7	18.8	10.5	19.1
	Yes, more effort must be made	Number	100	46	64	2	212
		%	20.6	36.5	46.4	10.5	27.6
	A lot more	Number	14	46	19	1	80
		%	2.9	36.5	13.8	5.3	10.4
	I don't know	Number	55	8	9	5	77
		%	11.3	6.3	6.5	26.3	10.0
Total	Number	486	126	138	19	769	
	%	100	100	100	100	100	

Table 65

How do you evaluate the effort you make in offering services in French?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
How do you evaluate the effort you make in offering services in French?	None	Number	4	30	10	40	84
		%	5.1	7.9	7.6	21.7	10.9
	Very little	Number	9	48	15	34	106
		%	11.5	12.7	11.4	18.5	13.7
	Little	Number	22	75	21	44	162
		%	28.2	19.8	15.9	23.9	21.0
	Great	Number	30	127	48	50	255
		%	38.5	33.6	36.4	27.2	33.0
	Very great	Number	13	98	38	16	165
		%	16.7	25.9	28.8	8.7	21.4
Total	Number	78	378	132	184	772	
	%	100	100	100	100	100	

Table 66
How do you evaluate the effort you make in offering services in French?
(according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
How do you evaluate the effort you make in offering services in French?	None	Number	73	0	5	6	84
		%	15.3	0.0	3.6	33.3	11.1
	Very little	Number	91	3	10	2	106
		%	19.1	2.4	7.2	11.1	14.0
	Little	Number	122	10	21	6	159
		%	25.6	8.1	15.1	33.3	21.0
	Great	Number	143	51	54	3	251
		%	30.0	41.5	38.8	16.7	33.2
	Very great	Number	48	59	49	1	157
		%	10.1	48.0	35.3	5.6	20.7
Total	Number	477	123	139	18	757	
	%	100	100	100	100	100	

Table 67
Are you willing to make more effort to offer services in French?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Are you willing to make more effort to offer services in French?	Not at all	Number	2	55	15	43	115
		%	2.6	14.9	11.5	22.6	15.0
	A little more	Number	6	45	16	25	92
		%	7.7	12.2	12.3	13.2	12.0
	Yes, I am willing to make more effort	Number	42	146	57	81	326
		%	53.8	39.7	43.8	42.6	42.6
	A lot more	Number	28	122	42	41	233
		%	35.9	33.2	32.3	21.6	30.4
	Total	Number	78	368	130	190	766
		%	100	100	100	100	100

Table 68
Are you willing to make more effort to offer services in French?
(according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
Are you willing to make more effort to offer services in French?	Not at all	Number	93	3	13	5	114
		%	19.5	2.5	9.5	26.3	15.2
	A little more	Number	72	6	6	5	89
		%	15.1	5.0	4.4	26.3	11.9
	Yes, I am willing to make more effort	Number	229	42	43	7	321
		%	48.1	35.3	31.4	36.8	42.7
	A lot more	Number	82	68	75	2	227
		%	17.2	57.1	54.7	10.5	30.2
Total	Number	476	119	137	19	751	
	%	100	100	100	100	100	

Language skills and language training assessments

This section showed that 74% of respondents claim that their French language skills have never been assessed (Table 69, page 79). This percentage was highest in Yarmouth (92%) and in St-Boniface (85%), while it was 78% in Sudbury and 63% at Horizon. In such an environment, it can be challenging to establish a linguistic profile of the hospital staff or to assess the language training requirements. The rates are slightly higher among employees who do not interact with patients (80%) than among those who do so occasionally (74%) or regularly (73%) (Table 70, page 80). But even these last rates remain high. Oddly enough, employees who interact the most with patients in Yarmouth were the ones who were most likely to have never had a language assessment.

When the language of respondents is factored in, similar proportions of Anglophones and Francophones claim to have had language assessments (25% and 24% respectively) (Table 71, page 81).

Sixty-two percent of respondents said that their French spoken and oral understanding skills were

assessed as being good, very good or excellent⁴⁰, the percentage being 50% in Yarmouth, 61% at Horizon, 58% in St-Boniface and 76% in Sudbury (Table 72, page 81). These figures are higher than their previous assessments when asked to evaluate separately their speaking skills and their listening skills in French (Tables 15 and 16, page 46).

Twenty-four percent of respondents received linguistic training that was offered by their hospital (Table 73, page 82). More specifically, that's 30% of Anglophone employees, 9% of Francophone employees and 14% of bilingual employees (Table 74, page 82). Yarmouth had the lowest percentage (13%), followed by Sudbury (18%), St-Boniface (21%) and Horizon (29%) (Table 73, page 82). The percentage increased for those having to regularly interact with patients (25%), that's 10% in Yarmouth, 14% in Sudbury, 30% in St-Boniface and 31% at Horizon (Table 75, page 83). The percentage was generally lower for employees who never had to or only occasionally had to interact with patients (21% in both cases).

40. Many respondents answered, even if they had never been assessed based on information provided in the previous question.

For the majority of respondents (55%), the training was offered outside of regular working hours (Table 76, page 84). Forty-five percent received beginner level training, 34% received intermediate level training, and 21% received advanced level training (Table 77, page 84). Horizon had the highest percentage of people having taken intermediate level training (42%).

Twenty-seven percent of respondents felt their French skills had decreased or decreased significantly since they were hired by the hospital. This rate was similar in all hospitals (from 20% in Yarmouth to 27 or 28% in the other hospitals) (Table 78, page 85).

According to 14% of respondents, the results of the language skills assessment are recorded in the employee's file, while 34% claim that they are not and 51% who say they do not know (Table 79, page 85). The percentage of respondents who believe that scores are recorded in their file varies between 5% in St-Boniface and Sudbury to 14% in Yarmouth and 19% at Horizon. According to 15% of respondents, taking language training had an impact on their career progression (the percentage varies between 10% in St-Boniface, 11% in Yarmouth, 15% in Sudbury and 17% at Horizon) (Table 80, page 86). Some indicated that the training received gave them access to bilingual positions or that it improved their ability to provide services to Francophone patients.

The largest group of respondents is satisfied or very satisfied with the training received (44%), while 29% are somewhat satisfied and 28% are unsatisfied or very unsatisfied (Table 81, page 86). With this question, respondents had the opportunity to elaborate. Several respondents mentioned the limitations of training activities in achieving the goal of making employees bilingual or at least comfortable enough to offer services in French. Some respondents felt that the training received did not allow them to improve their French skills. Several respondents suggested that an immersion program be set up. One respondent said that his participation in an immersion program had greatly improved his French speaking

skills. Several admitted that they had taken measures other than training to improve or retain their French skills. Many respondents recommended that more training be offered to a greater number of employees. Some suggested that the hospital give more recognition for the training received. Several respondents felt that the training was not useful or was unrelated to the medical field, or that the level was not appropriate. Several said that it was not easy balancing training and work schedules. Some respondents were not able to complete their training because of personal or professional responsibilities. Some mentioned that they were not paid to attend the training.

Confirming previous comments, 47% of respondents replied that the training received provided little or nothing for the fulfilment of their work-related needs (the percentage varied between 36% in Sudbury, 44% at Horizon, 55% in Yarmouth and 56% in St-Boniface) (Table 82, page 87). Some respondents explained why. Several mentioned that they have few opportunities to speak French at work or that they have few interactions with the public and clients. Others still mentioned that understanding French was not useful for the carrying out of their professional duties. Others mentioned that they don't feel comfortable enough to offer French services. Lastly, some indicated that Francophone patients understand English.

Thirty-seven percent of respondents said they do little or nothing to maintain the French skills acquired in training; this percentage varies between 30% in Yarmouth, 33% at Horizon, 40% in Sudbury and 49% in St-Boniface (Table 83, page 87). That's approximately the same percentage of respondents (36%) who claimed to make a lot or complete efforts to retain their French skills. Furthermore, 36% of respondents claim that the training received had no impact on the French services they provide (the percentage varies between 10% in Yarmouth, 32% at Horizon, 33% in Sudbury and 55% in St-Boniface), while 26% of respondents claim that the training received resulted in a good or very good improvement of the

French services they provide (Table 84, page 88). Fifty-four percent of respondents feel that their supervisors did not at all or rarely encourage them to get French training (the percentage varies between 40% in Yarmouth, 50% at Horizon, 58% in St-Boniface and 71% in Sudbury (Table 85, page 88). Twenty-five percent of respondents said that their supervisors had regularly, often or very often encouraged them to get French training.

For 20% of respondents who did not get training, this reality has a negative impact on their career progression (Horizon brings the average up on this question, since the percentage was 8%, 9% and 11% in the other hospitals, but 31% at Horizon) (Table 86, page 89). It is worthwhile to note that a rather significant portion of respondents (15%) did not know if it had had an impact.

We asked respondents if they had recommendations to make that would help employees

learn French and retain their skills. Several of the recommendations were related to training. It was suggested that training be made more accessible by offering it free of charge, by paying those who take the training, by allowing employees to take the training during working hours or by simplifying the registration process. It was also suggested that emphasis be put on spoken French and that the courses include the technical vocabulary related to their work. It was recommended that immersion programs and continuing education programs be set up. It was suggested that the issuing of certificates or proof of training, for example, acknowledge the training. Another series of recommendations had to do with improving skills retention. It was suggested that employees be encouraged to communicate in French with their colleagues and patients and that French discussion groups and reading clubs be set up.

Table 69
Have your French linguistic skills ever been assessed?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Have your French linguistic skills ever been assessed?	Never	Number	73	236	104	165	578
		%	92.4	62.8	78.2	85.5	74.0
	At the time of my hiring only	Number	1	48	21	10	80
		%	1.3	12.8	15.8	5.2	10.2
	Periodically	Number	5	92	8	18	123
		%	6.3	24.5	6.0	9.3	15.7
Total	Number	79	376	133	193	781	
	%	100	100	100	100	100	

Table 70
Have your French linguistic skills ever been assessed?
(according to health authority and the degree of interaction with patients)

As part of your work, are you required to interact with patients?	Have your French linguistic skills ever been assessed?	Health authority						Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Number	%		
Never	Have your French linguistic skills ever been assessed?	Never	3	58	9	26	96		
		%	60.0	79.5	75.0	86.7	80.0		
	At the time of my hiring only	Number	0	4	1	3	8		
		%	0.0	5.5	8.3	10.0	6.7		
	Periodically	Number	2	11	2	1	16		
		%	40.0	15.1	16.7	3.3	13.3		
	Total		Number	5	73	12	30	120	
			%	100	100	100	100	100	
	Sometimes	Have your French linguistic skills ever been assessed?	Never	14	53	21	43	131	
			%	87.5	64.6	77.8	81.1	73.6	
At the time of my hiring only		Number	0	12	5	5	22		
		%	0.0	14.6	18.5	9.4	12.4		
Periodically		Number	2	17	1	5	25		
		%	12.5	20.7	3.7	9.4	14.0		
Total		Number	16	82	27	53	178		
		%	100	100	100	100	100		
Regularly, often or daily		Have your French linguistic skills ever been assessed?	Never	56	124	74	96	350	
			%	96.6	56.4	78.7	87.3	72.6	
	At the time of my hiring only	Number	1	32	15	2	50		
		%	1.7	14.5	16.0	1.8	10.4		
	Periodically	Number	1	64	5	12	82		
		%	1.7	29.1	5.3	10.9	17.0		
	Total		Number	58	220	94	110	482	
			%	100	100	100	100	100	

Table 71
Have your French linguistic skills ever been assessed? (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
Have your French linguistic skills ever been assessed?	Never	Number	361	96	90	17	564
		%	74.9	76.8	64.7	89.5	73.7
	At the time of my hiring only	Number	30	22	27	0	79
		%	6.2	17.6	19.4	0.0	10.3
	Periodically	Number	91	7	22	2	122
		%	18.9	5.6	15.8	10.5	15.9
Total	Number	482	125	139	19	765	
	%	100	100	100	100	100	

Table 72
How well do you master the French language (speaking and oral understanding) according to this assessment?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
How well do you master the French language (written and comprehension) according to this assessment?	Nil	Number	0	1	1	1	3
		%	0.0	0.7	3.4	3.6	1.4
	Very little	Number	0	7	0	5	12
		%	0.0	4.9	0.0	17.9	5.8
	Little	Number	1	14	1	2	18
		%	16.7	9.7	3.4	7.1	8.7
	Somewhat good	Number	2	29	4	3	38
		%	33.3	20.1	13.8	10.7	18.4
	Good	Number	1	31	3	3	38
		%	16.7	21.5	10.3	10.7	18.4
	Very good	Number	2	35	8	5	50
		%	33.3	24.3	27.6	17.9	24.2
	Excellent	Number	0	22	11	8	41
		%	0.0	15.3	37.9	28.6	19.8
	I don't know	Number	0	5	1	1	7
		%	0.0	3.5	3.4	3.6	3.4
	Total	Number	6	144	29	28	207
		%	100	100	100	100	100

Table 73**Have you ever received training offered by the hospital to learn French while working at your current hospital?**

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Have you ever received training offered by the hospital to learn French while working at your current hospital?	Yes	Number	10	109	23	40	182
		%	12.7	29.0	17.7	21.3	23.5
	No	Number	69	267	107	148	591
		%	87.3	71.0	82.3	78.7	76.5
Total	Number	79	376	130	188	773	
	%	100	100	100	100	100	

Table 74**Have you ever received training offered by the hospital to learn French while working at your current hospital? (according to mother tongue)**

			Mother tongue				Total
			English	French	English and French	Others	
Have you ever received training offered by the hospital to learn French while working at your current hospital?	Yes	Number	144	11	19	3	177
		%	29.8	9.3	13.8	15.8	23.4
	No	Number	339	107	119	16	581
		%	70.2	90.7	86.2	84.2	76.6
Total	Number	483	118	138	19	758	
	%	100	100	100	100	100	

Table 75
Have you ever received training offered by the hospital to learn French while working at your current hospital? (according to the level of interaction with patients)

As part of your work, are you required to interact with patients?		Health authority						Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	Yarmouth Regional Hospital	St-Boniface Hospital	
Never	Have you ever received training?	Number	17	5	1	24		
		%	20.0	45.5	3.4	21		
Sometimes	Have you ever received training?	Number	53	6	28	91		
		%	75.7	54.5	96.6	79		
Regularly, often or daily	Have you ever received training?	Number	70	11	29	115		
		%	100	100	100	100		
Total	Have you ever received training?	Number	22	5	7	37		
		%	26.8	19.2	13.5	21		
Total	Have you ever received training?	Number	60	21	45	139		
		%	81.3	80.8	86.5	79		
Total	Have you ever received training?	Number	82	26	52	176		
		%	100	100	100	100		
Total	Have you ever received training?	Number	70	13	32	121		
		%	31.4	14.0	29.9	25		
Total	Have you ever received training?	Number	153	80	75	360		
		%	89.7	86.0	70.1	75		
Total	Have you ever received training?	Number	223	93	107	481		
		%	100	100	100	100		

Table 76
In what way was training provided?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
In what way was training provided?	Outside work hours (personal initiative)	Number	4	50	16	31	101
		%	40.0	45.5	66.7	75.6	54.6
	During work hours	Number	3	20	3	6	32
		%	30.0	18.2	12.5	14.6	17.3
	Both	Number	3	40	5	4	52
		%	30.0	36.4	20.8	9.8	28.1
Total	Number	10	110	24	41	185	
	%	100	100	100	100	100	

Table 77
What level of linguistic training have you received?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What level of linguistic training have you received?	Beginner	Number	4	46	9	22	81
		%	40.0	42.6	40.9	53.7	44.8
	Intermediate	Number	2	45	4	11	62
		%	20.0	41.7	18.2	26.8	34.3
	Advanced	Number	4	17	9	8	38
		%	40.0	15.7	40.9	19.5	21.0
Total	Number	10	108	22	41	181	
	%	100	100	100	100	100	

Table 78
Since your hiring by the hospital, have your skills in French evolved?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Since your hiring by the hospital, have your skills in French evolved?	They have diminished a lot	Number	0	15	3	6	24
		%	0.0	13.6	11.5	14.0	12.7
	They have diminished a little	Number	2	14	4	6	26
		%	20.0	12.7	15.4	14.0	13.8
	They stayed stable	Number	6	30	7	10	53
		%	60.0	27.3	26.9	23.3	28.0
	They have increased a little	Number	0	31	6	18	55
		%	0.0	28.2	23.1	41.9	29.1
	They have increased a lot	Number	2	20	6	3	31
		%	20.0	18.2	23.1	7.0	16.4
Total	Number	10	110	26	43	189	
	%	100	100	100	100	100	

Table 79
Is the result of your evaluation indicated in your employment records?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
Is the result of your evaluation indicated in your employment records?	Yes	Number	1	21	1	2	25
		%	14.3	19.4	4.8	5.1	14.3
	No	Number	4	24	13	19	60
		%	57.1	22.3	61.9	48.7	34.3
	I don't know	Number	2	63	7	18	90
		%	28.6	58.3	33.3	46.2	51.4
Total	Number	7	108	21	39	175	
	%	100	100	100	100	100	

Table 80**Did your linguistic training have an impact on your professional advancement?**

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Did your linguistic training have an impact on your professional advancement?	Yes	Number	1	19	3	4	27
		%	11.1	17.1	15.0	9.8	14.9
	No	Number	6	76	15	33	130
		%	66.7	68.5	75.0	80.5	71.8
	I don't know	Number	2	16	2	4	24
		%	22.2	14.4	10.0	9.8	13.3
Total	Number	9	111	20	41	181	
	%	100	100	100	100	100	

Table 81**Are you satisfied with the linguistic training you have received?**

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Are you satisfied with the linguistic training you have received?	Very satisfied	Number	2	13	4	8	27
		%	22.2	12.3	22.2	19.5	15.5
	Satisfied	Number	4	29	7	9	49
		%	44.4	27.4	38.9	22.0	28.2
	Somewhat satisfied	Number	2	33	4	11	50
		%	22.2	31.1	22.2	26.8	28.7
	Unsatisfied	Number	1	21	3	9	34
		%	11.1	19.8	16.7	22.0	19.5
	Very unsatisfied	Number	0	10	0	4	14
		%	0.0	9.4	0.0	9.8	8.0
	Total	Number	9	106	18	41	174
		%	100	100	100	100	100

Table 82

Does your linguistic training meet your needs in carrying out your responsibilities at work?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Does your linguistic training meet your needs in carrying out your responsibilities at work?	Not at all	Number	2	25	4	11	42
		%	22.2	24.0	23.5	27.5	24.7
	A little	Number	3	21	2	11	37
		%	33.3	20.2	11.8	27.5	21.8
	Somewhat	Number	3	31	5	10	49
		%	33.3	29.8	29.4	25.0	28.8
	A lot	Number	1	18	1	7	27
		%	11.1	17.3	5.9	17.5	15.9
	Completely	Number	0	9	5	1	15
		%	0.0	8.7	29.4	2.5	8.8
	Total	Number	9	104	17	40	170
		%	100	100	100	100	100

Table 83

Do you make any effort to maintain what you have learned in French?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Do you make any effort to maintain what you have learned in French?	None	Number	2	13	2	8	25
		%	20.0	11.9	10.0	19.5	13.9
	A little	Number	1	23	6	12	42
		%	10.0	21.1	30.0	29.3	23.3
	Somewhat	Number	5	30	3	10	48
		%	50.0	27.5	15.0	24.4	26.7
	A lot	Number	0	27	5	7	39
		%	0.0	24.8	25.0	17.1	21.7
	Completely	Number	2	16	4	4	26
		%	20.0	14.7	20.0	9.8	14.4
	Total	Number	10	109	20	41	180
		%	100	100	100	100	100

Table 84**What impact did your linguistic training have on your offer of service in French?**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
What impact did your linguistic training have on your offer of service in French?	None	Number	1	33	6	22	62
		%	10.0	31.7	33.3	55.0	36.0
	Slight improvement	Number	6	43	7	10	66
		%	60.0	41.3	38.9	25.0	38.4
	Good improvement	Number	3	22	2	7	34
		%	30.0	21.2	11.1	17.5	19.8
	Very good improvement	Number	0	6	3	1	10
		%	0.0	5.8	16.7	2.5	5.8
	Total	Number	10	104	18	40	172
		%	100	100	100	100	100

Table 85**Do your superiors encourage you to participate in French training?**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Do your superiors encourage you to participate in French training?	Not at all	Number	1	39	12	16	68
		%	10.0	36.4	57.1	40.0	38.2
	Rarely	Number	3	15	3	7	28
		%	30.0	14.0	14.3	17.5	15.7
	Sometimes	Number	5	17	3	12	37
		%	50.0	15.9	14.3	30.0	20.8
	Regularly	Number	0	0	1	2	3
		%	0.0	0.0	4.8	5.0	1.7
	Often	Number	1	23	0	2	26
		%	10.0	21.5	0.0	5.0	14.6
	Very often	Number	0	13	2	1	16
		%	0.0	12.1	9.5	2.5	9.0
	Total	Number	10	107	21	40	178
		%	100	100	100	100	100

Table 86
If you have not had training, does this negatively affect your chances of professional advancement?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
If you have not had training, does this negatively affect your chances of professional advancement?	Yes	Number	6	113	12	14	145
		%	7.6	30.6	10.8	9.3	20.4
	No	Number	52	149	66	94	361
		%	65.8	40.4	59.5	62.3	50.8
	I don't know	Number	10	52	13	30	105
		%	12.7	14.1	11.7	19.9	14.8
	N/A	Number	11	55	20	13	99
		%	13.9	14.9	18.0	8.6	13.9
	Total	Number	79	369	111	151	710
		%	100	100	100	100	100

Working language

When asked what language they speak at work, 46% of respondents said they speak French at work at least a few times a week (Table 87, page 90). The percentage was higher in Sudbury (72%) and Yarmouth (61%), but lower at Horizon (44%) and St-Boniface (26%). Anglophones more than Francophone say that, while carrying out their duties, they have less opportunities to speak French with their colleagues (Table 88, page 90). Only 11% claim that speaking French among themselves is not or really not well looked upon by their colleagues (20% in Sudbury, whereas the percentage in the other hospitals is between 8% and 9%) (Table 89, page 91). Anglophones are less likely to feel that speaking French with colleagues is well looked upon (Table 90, page 91).

When asked about their hospital's language of work policy, 49% of respondents replied that they did not know if such a policy existed at their hospital (Table 91, page 92). The percentage was 68% in Yarmouth, 60% in St-Boniface, 52% in

Sudbury and 39% at Horizon. Thirty-nine percent of respondents claim that their hospital has such a policy: 56% at Horizon, 28% in Sudbury, 25% in St-Boniface and 8% in Yarmouth. In reality, only Horizon has a language of work policy. What this reveals is that few employees are informed about the existence of a language of work policy in their hospital.

Among those respondents who claimed that such a policy exists in their hospital, 59% said that employees of the hospital follow the policy, or 67% in Yarmouth, 62% at Horizon, 53% in Sudbury and 50% in St-Boniface (Table 92, page 92). However, 32% said they do not know; the percentage was higher in Sudbury (40%). This result indicates that a significant percentage, or roughly a third of respondents, cannot say if the policy is followed.

A majority of respondents (75%) believe that the workplace language policy is supported by management (Table 93, page 92).

Table 87

**Do you have the opportunity to speak French with your colleagues
in carrying out your responsibilities at work?**

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Do you have the opportunity to speak French with your colleagues in carrying out your responsibilities at work?	Daily	Number	35	114	63	27	239
		%	45.5	30.8	48.5	14.4	31.2
	A few times a week	Number	12	47	31	23	113
		%	15.6	12.7	23.8	12.2	14.8
	A few times a month	Number	6	26	4	15	51
		%	7.8	7.0	3.1	8.0	6.7
	A few times a year	Number	1	38	4	19	62
		%	1.3	10.3	3.1	10.1	8.1
	Never	Number	23	145	28	104	300
		%	29.9	39.2	21.5	55.3	39.2
Total	Number	77	370	130	188	765	
	%	100	100	100	100	100	

Tableau 88

**Do you have the opportunity to speak French with your colleagues
in carrying out your responsibilities at work? (according to mother tongue)**

		Mother tongue				Total	
		English	French	English and French	Others		
Do you have the opportunity to speak French with your colleagues in carrying out your responsibilities at work?	Daily	Number	88	79	62	3	232
		%	18.7	64.2	44.9	15.8	30.9
	A few times a week	Number	44	29	32	2	107
		%	9.4	23.6	23.2	10.5	14.3
	A few times a month	Number	33	4	11	0	48
		%	7.0	3.3	8.0	0.0	6.4
	A few times a year	Number	49	4	9	0	62
		%	10.4	3.3	6.5	0.0	8.3
	Never	Number	256	7	24	14	301
		%	54.5	5.7	17.4	73.7	40.1
Total	Number	470	123	138	19	750	
	%	100	100	100	100	100	

Table 89

How do your colleagues feel about you speaking French to other colleagues?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
How do your colleagues feel about you speaking French to other colleagues?	Very badly perceived	Number	1	7	6	9	23
		%	1.4	2.0	4.7	5.0	3.2
	Badly perceived	Number	5	25	19	7	56
		%	7.1	7.1	15.0	3.9	7.7
	They are indifferent (I have not perceived any particular reaction)	Number	20	101	40	46	207
		%	28.6	28.7	31.5	25.7	28.4
	It is well perceived	Number	15	46	22	18	101
		%	21.4	13.1	17.3	10.1	13.9
	It is very well perceived	Number	8	44	16	17	85
		%	11.4	12.5	12.6	9.5	11.7
	I don't know	Number	21	129	24	82	256
		%	30.0	36.6	18.9	45.8	35.2
Total	Number	70	352	127	179	728	
	%	100	100	100	100	100	

Table 90

How do your colleagues feel about you speaking French to other colleagues? (according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
How do your colleagues feel about you speaking French to other colleagues?	Very badly perceived	Number	14	5	3	1	23
		%	3.2	4.1	2.2	5.9	3.2
	Badly perceived	Number	20	18	14	0	52
		%	4.6	14.6	10.2	0.0	7.3
	They are indifferent (I have not perceived any particular reaction)	Number	113	39	47	2	201
		%	25.9	31.7	34.3	11.8	28.2
	It is well perceived	Number	43	29	27	1	100
		%	9.8	23.6	19.7	5.9	14.0
	It is very well perceived	Number	38	22	21	1	82
		%	8.7	17.9	15.3	5.9	11.5
	I don't know	Number	209	10	25	12	256
		%	47.8	8.1	18.2	71.6	35.9
Total	Number	437	123	137	17	714	
	%	100	100	100	100	100	

Table 91
Does your hospital have a policy on the language of work?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Does your hospital have a policy on the language of work?	Yes	Number	6	206	37	48	297
		%	7.7	55.8	28.5	25.3	38.7
	No	Number	19	18	26	28	91
		%	24.7	4.9	20.0	14.7	11.9
	I don't know	Number	53	145	67	114	379
		%	67.9	39.3	51.5	60.0	49.4
Total	Number	78	369	130	190	767	
	%	100	100	100	100	100	

Table 92
Do employees respect the policy on the language of work?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Do employees respect the policy on the language of work?	Yes	Number	4	125	21	23	173
		%	66.7	61.6	52.5	50.0	58.6
	No	Number	0	17	3	7	27
		%	0.0	8.4	7.5	15.2	9.2
	I don't know	Number	2	61	16	16	95
		%	33.3	30.0	40.0	34.8	32.2
Total	Number	6	203	40	46	295	
	%	100	100	100	100	100	

Table 93
Is the policy supported by administration?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
Is the policy supported by administration?	Yes	Number	4	157	26	34	221
		%	66.7	78.1	65.0	70.8	74.9
	No	Number	0	3	1	3	7
		%	0.0	1.5	2.5	6.3	2.4
	I don't know	Number	2	41	13	11	67
		%	33.3	20.4	32.5	22.9	22.7
Total	Number	6	201	40	48	295	
	%	100	100	100	100	100	

Perceptions of managers' commitment

When asked about their perceptions of the commitment of managers with regard to providing French services, 54% of respondents claim that the managers of their unit, take measures, to a high or very high degree, to offer French services to Francophone patients; the percentage was 41% in St-Boniface, 46% in Yarmouth, 54% in Sudbury and 63% at Horizon (Table 94, page 94).

Thirty-six percent of respondents said that managers at their hospital ask employees, to a high or very high degree, to actively offer services in both official languages; the percentage was 15% in Yarmouth, 22% in St-Boniface, 24% in Sudbury and 51% at Horizon (Table 95, page 94).

Thirty-five percent of respondents claim that managers make sure, to a high or very high level, that they have bilingual or Francophone personnel on their unit; the percentage was 15% in Yarmouth, 22% in St-Boniface, 33% in Sudbury and 45% at Horizon (Table 96, page 95).

Forty-one percent of respondents feel that the managers of their hospital hire, to a high or very high level, staff that is capable of communicating in French (Table 97, page 95). The percentage was 53% at Horizon, 46% in Sudbury, 26% in St-Boniface and 14% in Yarmouth.

Sixty-five percent of respondents said the managers at their hospital provide, to a high or very high level, written information to patients in both official languages (Table 98, page 96). The percentage was 29% in Yarmouth, 65% in St-Boniface, 63% in Sudbury and 72% at Horizon.

Forty-five percent of respondents believe that managers at the hospital make health professionals aware, to a high or very high level, of French services provided (Table 99, page 96). The percentage varies between 23% in Yarmouth, 30% in Sudbury, 37% in St-Boniface and 58% at Horizon.

Thirty percent of respondents believe that managers at their hospital take language skills into account, at a high or very high level, when promoting or moving staff internally (Table 100, page 97). The percentage was 10% in Yarmouth, 12% in St-Boniface, 35% in Sudbury and 42% at Horizon.

Sixty-seven percent felt that managers at their hospital ensure, to a high or very high level, a bilingual corporate image (Table 101, page 97). The percentage varied between 20% in Yarmouth, 68% in Sudbury, 74% in Horizon and St-Boniface.

Thirty-seven percent of respondents claim that managers at their hospital are, to a high or very high level, committed to offering leadership in the delivery of French services (Table 102, page 98). The percentage varied between 16% in Yarmouth, 35% in Sudbury, 40% in St-Boniface and 41% at Horizon.

We asked respondents to tell us if other measures are taken to promote French services on their unit. Several respondents mentioned the training provided to employees and the existence of translation and interpretation services. Others mentioned the opportunities to communicate in French in the workplace, while others mentioned the possibility for non-bilingual staff to request the assistance of their bilingual colleagues in order to serve Francophone patients in French.

Table 94

To your knowledge, how do you rate the measures taken by your departmental managers to offer services in French to Francophone patients?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
To your knowledge, how do you rate the measures taken by your departmental managers to offer services in French to Francophone patients?	None	Number	5	9	10	14	38
		%	6.6	2.5	7.6	7.8	5.1
	Very little	Number	11	19	10	24	64
		%	14.5	5.3	7.6	13.3	8.6
	Little	Number	10	33	15	25	83
		%	13.2	9.2	11.4	13.9	11.1
	Great importance	Number	18	78	31	39	166
		%	23.7	21.8	23.5	21.7	22.3
	Very great importance	Number	17	148	41	34	240
		%	22.4	41.3	31.1	18.9	32.2
	I don't know	Number	15	71	25	44	155
		%	19.7	19.8	18.9	24.4	20.8
Total	Number	76	358	132	180	746	
	%	100	100	100	100	100	

Table 95

In your opinion, to what extent do hospital directors and administrators ask employees to extend an active offer of service in both official languages?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators ask employees to extend an active offer of service in both official languages?	None	Number	12	10	18	22	62
		%	16.0	2.8	14.1	13.0	8.5
	Little	Number	12	38	23	33	106
		%	16.0	10.6	18.0	19.5	14.5
	Moderate	Number	21	65	22	41	149
		%	28.0	18.1	17.2	24.3	20.4
	Large	Number	8	70	14	24	116
		%	10.7	19.5	10.9	14.2	15.9
	Very large	Number	3	115	17	14	149
		%	4.0	32.0	13.3	8.3	20.4
	I don't know	Number	19	61	34	35	149
		%	25.3	17.0	26.6	20.7	20.4
Total	Number	75	359	128	169	731	
	%	100	100	100	100	100	

Table 96

In your opinion, to what extent do hospital directors and administrators ensure having bilingual or Francophone staff in the department when organizing work (work distribution)?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators ensure having bilingual or Francophone staff in the department when organizing work (work distribution)?	None	Number	12	20	14	29	75
		%	16.0	5.6	11.0	17.4	10.3
	Very little	Number	19	44	21	33	117
		%	25.3	12.3	16.5	19.8	16.1
	Somewhat	Number	14	72	29	29	144
		%	18.7	20.4	22.8	17.4	19.8
	Large	Number	9	73	20	23	125
		%	12.0	20.4	15.7	13.8	17.2
	To a great extent	Number	2	90	21	14	127
		%	2.7	25.1	16.5	8.4	17.5
	I don't know	Number	19	59	22	39	139
		%	25.3	16.5	17.3	23.4	19.1
	Total	Number	75	358	127	167	727
		%	100	100	100	100	100

Table 97

In your opinion, to what extent do hospital directors and administrators hire employees that are able to express themselves in French?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators hire employees that are able to express themselves in French?	None	Number	8	9	7	17	41
		%	10.7	2.5	5.5	10.2	5.7
	Very little	Number	14	29	17	35	95
		%	18.7	8.2	13.4	21.0	13.1
	Somewhat	Number	22	77	30	40	169
		%	29.3	21.7	23.6	24.0	23.3
	Large	Number	7	77	28	28	140
		%	9.3	21.7	22.0	16.8	19.3
	To a great extent	Number	4	110	31	15	160
		%	5.3	31.0	24.4	9.0	22.1
	I don't know	Number	20	53	14	32	119
		%	26.7	14.9	11.0	19.2	16.4
	Total	Number	75	355	127	167	724
		%	100	100	100	100	100

Table 98

In your opinion, to what extent do hospital directors and administrators provide patients with written information (brochures, patient information) in both official languages?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators provide patients with written information (brochures, patient information) in both official languages?	None	Number	9	5	8	9	31
		%	12.0	1.4	6.3	5.4	4.3
	Very little	Number	14	15	12	4	45
		%	18.7	4.2	9.4	2.4	6.2
	Somewhat	Number	17	46	13	20	96
		%	22.7	12.9	10.2	12.0	13.2
	Large	Number	15	72	28	35	150
		%	20.0	20.2	22.0	21.0	20.7
	To a great extent	Number	7	186	52	74	319
		%	9.3	52.2	40.9	44.3	44.0
	I don't know	Number	13	32	14	25	84
		%	17.3	9.0	11.0	15.0	11.6
	Total	Number	75	356	127	167	725
		%	100	100	100	100	100

Table 99

In your opinion, to what extent do hospital directors and administrators make health care professionals aware of the active offer of services in French?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators make health care professionals aware of the active offer of services in French?	None	Number	8	8	10	11	37
		%	10.7	2.2	7.9	6.5	5.1
	Very little	Number	20	33	29	21	103
		%	26.7	9.2	22.8	12.4	14.1
	Somewhat	Number	13	57	22	37	129
		%	17.3	15.9	17.3	21.9	17.7
	Large	Number	12	82	18	38	150
		%	16.0	22.9	14.2	22.5	20.6
	To a great extent	Number	5	124	20	26	175
		%	6.7	34.6	15.7	15.4	24.0
	I don't know	Number	17	54	28	36	135
		%	22.7	15.1	22.0	21.3	18.5
	Total	Number	75	358	127	169	729
		%	100	100	100	100	100

Table 100

In your opinion, to what extent do hospital directors and administrators consider language skills in the case of promotions and relocating of staff internally?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators consider language skills in the case of promotions and relocating of staff internally?	None	Number	14	16	11	30	71
		%	18.9	4.5	8.7	18.0	9.9
	Very little	Number	21	40	26	30	117
		%	28.4	11.3	20.6	18.0	16.3
	Somewhat	Number	5	59	21	23	108
		%	6.8	16.7	16.7	13.8	15.0
	Large	Number	5	54	22	7	88
		%	6.8	15.3	17.5	4.2	12.2
	To a great extent	Number	2	94	23	13	132
		%	2.7	26.6	18.3	7.8	18.3
	I don't know	Number	27	90	23	64	204
		%	36.6	25.5	18.3	38.3	28.3
	Total	Number	74	353	126	167	720
		%	100	100	100	100	100

Table 101

In your opinion, to what extent do hospital directors and administrators display a bilingual corporate image (name, logo, communication with the general public)?

		Health authority					Total
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators display a bilingual corporate image (name, logo, communication with the general public)?	None	Number	13	6	2	10	31
		%	17.3	1.7	1.6	5.9	4.3
	Very little	Number	15	16	11	4	46
		%	20.0	4.5	8.7	2.4	6.3
	Somewhat	Number	17	32	17	13	79
		%	22.7	9.0	13.4	7.7	10.9
	Large	Number	10	78	15	30	133
		%	13.3	22.0	11.8	17.8	18.3
	To a great extent	Number	5	185	71	95	356
		%	6.7	52.1	55.9	55.9	49.0
	I don't know	Number	15	38	11	17	81
		%	20.0	10.7	8.7	10.1	11.2
	Total	Number	75	355	127	169	726
		%	100	100	100	100	100

Table 102
In your opinion, to what extent do hospital directors and administrators commit themselves to offering services in French through their leadership?

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
In your opinion, to what extent do hospital directors and administrators commit themselves to offering services in French through their leadership?	None	Number	13	17	11	19	60
		%	17.3	4.8	8.8	11.2	8.3
	Very little	Number	17	43	28	18	106
		%	22.7	12.2	22.4	10.7	14.7
	Somewhat	Number	14	58	17	30	119
		%	18.7	16.5	13.6	17.8	16.5
	Large	Number	7	55	21	34	117
		%	9.3	15.6	16.8	20.1	16.2
	To a great extent	Number	5	90	22	34	151
		%	6.7	25.6	17.6	20.1	20.9
	I don't know	Number	19	89	26	34	168
		%	25.3	25.3	20.8	20.1	23.3
Total	Number	75	352	125	169	721	
	%	100	100	100	100	100	

Obstacles to providing French services

We asked respondents to tell us to what degree the way services are organized represents an obstacle.

Sixty-six percent of respondents felt that deficiencies in the language skills of health professionals represent an average, important or major barrier (Table 103, page 99). Percentages were very similar in all hospitals: 69% in Yarmouth, 66% at Horizon, 66% in Sudbury and 65% in St-Boniface. The percentage was 61% among Anglophones and 71% among Francophones (Table 104, page 100).

Forty-two percent of respondents felt that the professionals who feel it unnecessary or unimportant to offer French services represent an average, important or major barrier (Table 105, page 100). The percentage was 40% in Yarmouth, 41% at Horizon, 48% in Sudbury and 44% in St-Boniface. The percentage was 61% among

Francophones and 34% among Anglophones (Table 106, page 101).

A significantly lower percentage of respondents, 23%, felt that hiring practices favouring unilingual Anglophone personnel represent an average, important or major barrier (Table 107, page 101). The percentage was 41% in Yarmouth, 33% in Sudbury, 23% in St-Boniface and 22% at Horizon. The percentage was 50% among Francophones, compared to 11% among Anglophones (Table 108, page 102).

In a similar fashion, 19% of respondents felt that promotions favouring unilingual Anglophone personnel represent an average, important or major barrier (Table 109, page 102). The percentage is the same in St-Boniface and at Horizon, similar in Yarmouth (20%) and reaches a high of 27% in Sudbury. The percentage was 11% among Anglophones and 38% among Francophones (Table 110, page 103).

The same percentage of respondents (19%) believes that perceptions of hospital managers (who feel it unnecessary or unimportant to offer French services) represent an average, important or major barrier (Table 111, page 103). The percentage was 17% at Horizon and in St-Boniface, 22% in Yarmouth and 31% in Sudbury. The percentage was 11% among Anglophones and 40% among Francophones (Table 112, page 104).

Twenty-seven percent of respondents considered the fact that managers do not put in place means to help professionals offer French services to be an average, important or major barrier (Table 113, page 104). The percentage was 22% in St-Boniface, 26% at Horizon and Yarmouth and 38% in Sudbury. The percentage was 20% among Anglophones and 43% among Francophones (Table 114, page 105).

Eighteen percent of respondents felt that the collective agreement negotiated by their professional association and their employer represented

an average, important or major barrier (Table 115, page 105). The percentage varied between 26% in St-Boniface, 17% in Sudbury and Yarmouth and 14% at Horizon. The percentage was 36% among Francophones and 10% among Anglophones (Table 116, page 106).

When asked about union cooperation in providing French services, 54% of respondents felt that it was very good (34%) or good (20%) (Table 117, page 106). The percentage was 36% in St-Boniface, 54% in Sudbury, 59% at Horizon and 70% in Yarmouth. In comparison, 26% felt there was low or none cooperation from their association to offer French services. The percentage was 40% in St-Boniface and 30% in Sudbury, 21% at Horizon and 17% in Yarmouth. It is worthwhile noting that a third of respondents (34%) replied that they did not know.

In general, Francophones tended to see more barriers than the Anglophones.

Table 103

The main barriers preventing professionals from offering health care services in French in your hospital – Insufficient linguistic skills of health care professionals

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
The main barriers preventing professionals from offering health care services in French in your hospital – Insufficient linguistic skills of health care professionals.	No barrier	Number	5	48	20	15	88
		%	6.7	13.9	16.5	9.3	12.5
	Minor barrier	Number	9	29	10	17	65
		%	12.0	8.4	8.3	10.5	9.2
	Average barrier	Number	19	69	30	24	142
		%	25.3	20.0	24.8	14.8	20.2
	Important barrier	Number	12	58	24	37	131
		%	16.0	16.8	19.8	22.8	18.6
	Major barrier	Number	21	100	25	43	189
		%	28.0	29.0	20.7	26.5	26.9
	I don't know	Number	9	41	12	26	88
		%	12.0	11.9	9.9	16.0	12.5
Total	Number	75	345	121	162	703	
	%	100	100	100	100	100	

Table 104

**The main barriers preventing professionals from offering health care services
in French in your hospital – Insufficient linguistic skills of health care professionals
(according to mother tongue)**

		Mother tongue					Total
		English	French	English and French	Others		
The main barriers preventing professionals from offering health care services in French in your hospital – Insufficient linguistic skills of health care professionals.	No barrier	Number	64	8	9	6	87
		%	15.0	7.0	6.9	35.3	12.6
	Minor barrier	Number	45	13	6	1	65
		%	11.5	11.4	4.6	5.9	9.4
	Average barrier	Number	75	32	30	3	140
		%	17.6	28.1	22.9	17.6	20.3
	Important barrier	Number	60	29	34	3	126
		%	14.1	25.4	26.0	17.6	18,3
	Major barrier	Number	124	20	36	2	182
		%	29.0	17.5	27.5	11.8	26.4
	I don't know	Number	59	12	16	2	89
		%	13.8	10.5	12,2	11.8	12.9
	Total	Number	427	114	131	17	689
		%	100	100	100	100	100

Table 105

**The main barriers preventing professionals from offering health care services
in French in your hospital – Professionals who feel it unnecessary or unimportant
to offer services in French**

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
The main barriers preventing professionals from offering health care services in French in your hospital – Professionals who feel it unnecessary or unimportant to offer services in French.	No barrier	Number	23	94	23	28	168
		%	30.7	27.2	19.2	17.5	24.0
	Minor barrier	Number	10	57	25	25	117
		%	13.3	16.5	20.8	15.6	16.7
	Average barrier	Number	15	64	18	29	126
		%	20.0	18.6	15.0	18.1	18.0
	Important barrier	Number	10	37	24	25	96
		%	13.3	10.7	20.0	15.6	13.7
	Major barrier	Number	5	39	15	16	75
		%	6.7	11.3	12.5	10.0	10.7
	I don't know	Number	12	54	15	37	118
		%	16.0	15.7	12.5	23.1	16.9
	Total	Number	75	345	120	160	700
		%	100	100	100	100	100

Table 106

The main barriers preventing professionals from offering health care services in French in your hospital – Professionals who feel it unnecessary or unimportant to offer services in French (according to mother tongue)

		Mother tongue					Total
		English	French	English and French	Others		
The main barriers preventing professionals from offering health care services in French in your hospital – Professionals who feel it unnecessary or unimportant to offer services in French.	No barrier	Number	127	14	20	5	166
		%	29.8	12.3	15.4	31.3	24.2
	Minor barrier	Number	76	16	19	3	114
		%	17.8	14.0	14.6	18.8	16.6
	Average barrier	Number	69	26	25	3	123
		%	16.2	22.8	19.2	18.8	17.9
	Important barrier	Number	42	26	23	1	92
		%	9.9	22.8	17.7	6.3	13.4
	Major barrier	Number	32	17	21	1	71
		%	7.5	14.9	16.2	6.3	10.3
	I don't know	Number	80	15	22	3	120
		%	18.8	13.2	16.9	18.8	17.5
	Total	Number	426	114	130	16	686
		%	100	100	100	100	100

Table 107

The main barriers preventing professionals from offering health care services in French in your hospital – Hiring practices that favour the unilingual Anglophone staff

		Health authority				Total	
		Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital		
The main barriers preventing professionals from offering health care services in French in your hospital – Hiring practices that favour the unilingual Anglophone staff.	No barrier	Number	31	170	53	57	311
		%	41.3	49.7	43.4	36.1	44.6
	Minor barrier	Number	8	45	16	24	93
		%	10.7	13.1	13.1	15.2	13.3
	Average barrier	Number	5	34	24	14	77
		%	6.7	9.9	19.7	8.9	11.0
	Important barrier	Number	6	19	3	9	37
		%	8.0	5.6	2.5	5.7	5.3
	Major barrier	Number	7	20	13	12	52
		%	9.3	5.8	10.7	7.6	7.5
	I don't know	Number	18	54	13	42	127
		%	24.0	15.8	10.7	26.6	18.2
	Total	Number	75	342	122	158	697
		%	100	100	100	100	100

Table 108

The main barriers preventing professionals from offering health care services in French in your hospital – Hiring practices that favour the unilingual Anglophone staff (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
The main barriers preventing professionals from offering health care services in French in your hospital – Hiring practices that favour the unilingual Anglophone staff.	No barrier	Number	243	19	37	9	308
		%	57.4	16.8	28.5	52.9	45.1
	Minor barrier	Number	55	19	16	1	91
		%	13.0	16.8	12.3	5.9	13.3
	Average barrier	Number	27	21	24	2	74
		%	6.4	18.6	18.5	11.8	10.8
	Important barrier	Number	9	14	12	2	37
		%	2.1	12.4	9.2	11.8	5.4
	Major barrier	Number	13	22	11	1	47
		%	3.1	19.5	8.5	5.9	6.9
	I don't know	Number	76	18	30	2	126
		%	18.0	15.9	23.1	11.8	18.4
	Total	Number	423	113	130	17	683
		%	100	100	100	100	100

Table 109

The main barriers preventing professionals from offering health care services in French in your hospital – Professional promotions that favour the unilingual Anglophone staff

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
The main barriers preventing professionals from offering health care services in French in your hospital – Professional promotions that favour the unilingual Anglophone staff.	No barrier	Number	36	183	55	70	344
		%	48.0	53.7	45.1	43.8	49.3
	Minor barrier	Number	5	36	11	15	67
		%	6.7	10.6	9.0	9.4	9.6
	Average barrier	Number	6	23	14	16	59
		%	8.0	6.7	11.5	10.0	8.5
	Important barrier	Number	5	14	5	5	29
		%	6.7	4.1	4.1	3.1	4.2
	Major barrier	Number	4	18	15	9	46
		%	5.3	5.3	12.3	5.6	6.6
	I don't know	Number	19	67	22	45	153
		%	25.3	19.6	18.0	28.1	21.9
	Total	Number	75	341	122	160	698
		%	100	100	100	100	100

Table 110

The main barriers preventing professionals from offering health care services in French in your hospital – Professional promotions that favour the unilingual Anglophone staff (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
The main barriers preventing professionals from offering health care services in French in your hospital – Professional promotions that favour the unilingual Anglophone staff.	No barrier	Number	260	29	42	10	341
		%	61.3	25.4	32.6	58.8	49.9
	Minor barrier	Number	34	16	13	2	65
		%	8.0	14.0	10.1	11.8	9.5
	Average barrier	Number	21	17	18	0	56
		%	5.0	14.9	14.0	0.0	8.2
	Important barrier	Number	9	10	8	1	28
		%	2.1	8.8	6.2	5.9	4.1
	Major barrier	Number	16	16	10	1	43
		%	3.8	14.0	7.8	5.9	6.3
	I don't know	Number	84	26	38	3	151
		%	19.8	22.8	29.5	17.6	22.1
	Total	Number	424	114	129	17	684
		%	100	100	100	100	100

Table 111

The main barriers preventing professionals from offering health care services in French in your hospital – Senior hospital administrators who feel it unnecessary or unimportant to offer services in French

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
The main barriers preventing professionals from offering health care services in French in your hospital – Senior hospital administrators who feel it unnecessary or unimportant to offer services in French.	No barrier	Number	31	177	53	74	335
		%	41.3	51.8	43.4	46.5	48.0
	Minor barrier	Number	8	32	7	19	66
		%	10.7	9.4	5.7	11.9	9.5
	Average barrier	Number	5	24	16	11	56
		%	6.7	7.0	13.1	6.9	8.0
	Important barrier	Number	6	12	9	9	36
		%	8.0	3.5	7.4	5.7	5.2
	Major barrier	Number	5	21	13	6	45
		%	6.7	6.1	10.7	3.8	6.4
	I don't know	Number	20	76	24	40	160
		%	26.7	22.2	19.7	25.2	22.9
	Total	Number	75	342	122	159	698
		%	100	100	100	100	100

Table 112

The main barriers preventing professionals from offering health care services in French in your hospital – Senior hospital administrators who feel it unnecessary or unimportant to offer services in French (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
The main barriers preventing professionals from offering health care services in French in your hospital – Senior hospital administrators who feel it unnecessary or unimportant to offer services in French.	No barrier	Number	252	30	40	7	329
		%	59.4	26.3	31.0	41.2	48.1
	Minor barrier	Number	32	15	12	6	65
		%	7.5	13.2	9.3	35.3	9.5
	Average barrier	Number	18	18	17	0	53
		%	4.2	15.8	13.2	0.0	7.7
	Important barrier	Number	12	13	9	1	35
		%	2.8	11.4	7.0	5.9	5.1
	Major barrier	Number	16	15	11	0	42
		%	3.8	13.2	8.5	0.0	6.1
	I don't know	Number	94	23	40	3	160
		%	22.2	20.2	31.0	17.6	23.4
	Total	Number	424	114	129	17	684
		%	100	100	100	100	100

Table 113

The main barriers preventing professionals from offering health care services in French in your hospital – Senior administrators fail to implement systems aimed at assisting professionals in offering services in French

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
The main barriers preventing professionals from offering health care services in French in your hospital – Senior administrators fail to implement systems aimed at assisting professionals in offering services in French.	No barrier	Number	27	141	47	62	277
		%	36.0	41.3	38.8	38.8	39.7
	Minor barrier	Number	9	36	10	23	78
		%	12.0	10.6	8.2	14.4	11.2
	Average barrier	Number	6	41	19	18	84
		%	8.0	12.0	15.6	11.3	12.0
	Important barrier	Number	8	18	13	13	52
		%	10.7	5.3	10.7	8.1	7.4
	Major barrier	Number	5	31	13	4	53
		%	6.7	9.1	10.7	2.5	7.6
	I don't know	Number	20	74	20	40	154
		%	26.7	21.7	16.4	25.0	22.1
	Total	Number	75	341	122	160	698
		%	100	100	100	100	100

Table 114

The main barriers preventing professionals from offering health care services in French in your hospital – Senior administrators fail to implement systems aimed at assisting professionals in offering services in French (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
The main barriers preventing professionals from offering health care services in French in your hospital – Senior administrators fail to implement systems aimed at assisting professionals in offering services in French.	No barrier	Number	202	27	34	8	271
		%	47.6	23.7	26.2	50.0	39.6
	Minor barrier	Number	40	19	13	4	76
		%	9.4	16.7	10.0	25.0	11.1
	Average barrier	Number	43	19	21	0	83
		%	10.1	16.7	16.2	0.0	12.1
	Important barrier	Number	22	14	12	1	49
		%	5.2	12.3	9.2	6.3	7.2
	Major barrier	Number	23	16	11	0	50
		%	5.4	14.0	8.5	0.0	7.3
	I don't know	Number	94	19	39	3	155
		%	22.2	16.7	30.0	18.8	22.7
	Total	Number	424	114	130	16	684
		%	100	100	100	100	100

Table 115

The main barriers preventing professionals from offering health care services in French in your hospital – The collective agreement between my professional association and the employer

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
The main barriers preventing professionals from offering health care services in French in your hospital – The collective agreement between my professional association and the employer.	No barrier	Number	28	143	51	55	277
		%	37.3	42.1	42.5	34.8	40.0
	Minor barrier	Number	2	30	11	14	57
		%	2.7	8.8	9.2	8.9	8.2
	Average barrier	Number	6	21	11	16	54
		%	8.0	6.2	9.2	10.1	7.8
	Important barrier	Number	4	12	5	11	32
		%	5.3	3.5	4.2	7.0	4.6
	Major barrier	Number	3	13	5	14	35
		%	4.0	3.8	4.2	8.9	5.1
	I don't know	Number	32	121	37	48	238
		%	42.7	35.6	30.8	30.4	34.3
	Total	Number	75	340	120	158	693
		%	100	100	100	100	100

Table 116

The main barriers preventing professionals from offering health care services in French in your hospital – The collective agreement between my professional association and the employer (according to mother tongue)

			Mother tongue				Total
			English	French	English and French	Others	
The main barriers preventing professionals from offering health care services in French in your hospital – The collective agreement between my professional association and the employer.	No barrier	Number	215	25	25	6	271
		%	51.1	22.5	19.2	37.5	40.0
	Minor barrier	Number	28	11	16	0	55
		%	6.7	9.9	12.3	0.0	8.1
	Average barrier	Number	21	17	12	2	52
		%	5.0	15.3	9.2	12.5	7.7
	Important barrier	Number	9	10	10	2	31
		%	2.1	9.0	7.7	12.5	4.6
	Major barrier	Number	12	13	7	0	32
		%	2.9	11.7	5.4	0.0	4.7
	I don't know	Number	136	35	60	6	237
		%	32.3	31.5	46.2	37.5	35.0
	Total	Number	421	111	130	16	678
		%	100	100	100	100	100

Table 117

What is the level of cooperation from your professional association to offer services in French?

			Health authority				Total
			Yarmouth Regional Hospital	Horizon Health Network	Sudbury Regional Hospital	St-Boniface Hospital	
What is the level of cooperation from your professional association to offer services in French?	None	Number	4	41	23	35	103
		%	5.3	11.7	18.7	21.0	14.4
	Low	Number	9	32	13	32	86
		%	11.8	9.1	10.6	19.2	12.0
	Somewhat	Number	7	38	12	25	82
		%	9.2	10.8	9.8	15.0	11.4
	Good	Number	19	67	23	36	145
		%	25.0	19.1	18.7	21.6	20.2
	Very good	Number	34	140	43	24	241
		%	44.7	39.9	35.0	14.4	33.6
	I don't know	Number	3	33	9	15	60
		%	3.9	9.4	7.3	9.0	8.4
	Total	Number	76	351	123	167	717
		%	100	100	100	100	100

Discussion on the Outcomes⁴¹

The study outcomes indicate that significant progress has been made since the 1990s with regard to the offer of health services in French in the four provinces taking part in the study. However, progress depends of provincial situations and several barriers persist in providing health services in French.

Legal context

The legal context of the language of health services differs among the provinces taking part in this study. To summarize, remember that in New Brunswick, hospitals are required by law to actively offer health services in the patient's official language of choice. In Ontario, the *French Language Services Act* makes it mandatory for hospitals in designated regions to offer services in both official languages. The Act places emphasis on the consultation and participation of the Francophone community in the organization of health services in French. In Nova Scotia, the government's commitment is also prescribed by law, but is limited to asking regional health authorities to develop French-language services plans while taking into account the needs of the Acadian community. The right of Francophone patients to receive services in their language is not recognized. In Manitoba, the government is committed, as stated in a policy, to offering services in French in the field of health.

The results obtained must be put in perspective based on the varying legal context, where the government engages and more or less recognizes the right of Francophone patients to receive services in their language.

Administrative will

Most of the hospitals have implemented plans to ensure services are actively offered in both official languages. In Sudbury, this is the case since 2000, in St-Boniface, since 2006, in Yarmouth, since 2008 at least. At the time of the study, Horizon Health Network was on the verge of adopting the network's first strategic plan. This plan was developed by a consultant following a series of consultations. The former authorities with which the hospitals taking part in the study were affiliated had never developed action plans with regards to the language of service. The plan adopted is a two-page chart which sets out objectives and the means to achieve them.

Data seems to show that hospital administrators are, according to staff perception, engaged in the active offer of services in both languages. However, some survey data shows a rather mixed commitment to the offer of services in French. For example, a large percentage of employees are not informed about the language of service by their superiors, nor are they encouraged to obtain French training.

Certain comments go along that line. For example, some mentioned that "randomization" determines whether bilingual employees provide services to patients in their language.

Resources

The survey data shows that the principal means used to encourage the active offer of services in French include using a list of bilingual employees,

41. This section discusses the results of the survey presented in this report, as well as those of the interviews presented in the French version of the report.

interpreters and, to a lesser degree, language training. The presence of bilingual employees suggests the hiring of bilingual employees or training.

In the case of hiring, many comments indicate that it is difficult to recruit certain health care professionals and that adding linguistic requirements would make it even more difficult. In this context, the language criterion (especially if not required) can be put aside. Employee awareness is another means used by those responsible for French-language services in the hospitals.

Employee training also seems to be a resource that has limitations. On one hand, access to training is limited and complicated by the fact that sessions are not convenient to employee's schedules. On the other hand, training seems insufficient to help employees become bilingual or sufficiently comfortable to offer services in French. Many recommend immersion programs and activities to allow employees to speak French.

Management of services and human resources

Language is taken into account in many ways in the management of health services:

1. In planning services (by prioritizing certain services/departments to offer services in French);
2. In managing human resources: hiring bilingual employees, list of bilingual employees, presence of bilingual employees during different shifts, etc.;
3. In written and oral communications (postings, signage, websites).

However, language consideration varies by department and hospital. In all hospitals, priority seems to be given to reception areas when it comes to bilingualism. For some, this means that once you have been through reception, services in French are not guaranteed. Some believe that it is up to chance whether or not French-language services are provided by bilingual employees.

Many respondents seem to think that demanding or hoping to recruit bilingual employees could override the professional skills requirements. Many also believe that this can overrule the seniority criterion, which can sometimes turn them against this type of linguistic requirement. In a shortage context, some perceive this criterion to be a barrier to recruitment. Others perceive this requirement as an employment possibility for Francophones, who most often are bilingual.

Labour relations – Collective agreements

Generally speaking, the union position on language of service is a sensitive subject, one on which employees feel less comfortable expressing themselves. What emerges from the comments is the presence of requirements which seem difficult to reconcile: the right of workers and the right of French-speaking patients to obtain services in the language of their choice. Some employees feel that they do not have access to certain positions because of their lacking knowledge of French. We have emphasized the importance for management to clarify with the unions the way in which these two types of requirements will be taken into account within the hospitals.

A percentage of English-speaking employees feel that they are victims of injustice, sensing that professional skills are being sacrificed in favour of linguistic requirements. Many believe that to be hired, employees must first meet bilingualism requirements for a position. In the comments, many English-speaking respondents said they believe there is a choice to be made between the health of the patient and the language of service and they do not see that there is a connection between quality and language of services.

Linguistic environment

Many comments made during the interviews and in the survey underline the predominance of English in the respondent's region. This linguistic

environment would create a pressure to communicate in English. It is a fact that most Francophones easily communicate in English. The opposite is less true. This pushes people to say that there really are no problems, as the demand for services in French is low, to the extent that some respondents believe that it would be simpler and more logical for Francophones who do not speak English to learn the language, rather than to devote resources to the offer of services in French. The right of Francophones to receive services in their language is then not recognized.

This pressure towards English fosters the invisibility of the French cause in the hospitals, as some respondents suggest. French-speaking patients and employees have a tendency to communicate in English, so much so that the respondents are often not aware of the significant presence of French-speaking colleagues or patients in the hospitals.

Nevertheless, the data shows that a relatively significant percentage of respondents speak French at work on a regular basis, but a similar percentage never or very rarely do so.

Bilingualism of employees

It is difficult to estimate the bilingualism level of employees from the sample group, as we believe more French-speaking and bilingual employees participated in the survey. Nevertheless, the data obtained shows that a relatively significant percentage of people can communicate in French.

Employee's perceptions

The data obtained through the survey indicates that, generally, employees acknowledge that Francophones have a right to receive services in their language. Anglophones, however, are less inclined to acknowledge this right. The acknowledgment of this right decreases for Francophones who can express themselves in English. Anglophones are even less inclined to acknowledge this right to bilingual Francophones. Some comments lead us to believe that for Anglophones, it is a "practical"

question: what is important, for them, is to offer health services in a language that can be understood by the patient and the professional, whereas for Francophones, it is often a matter of identity. And it may be a question related to their dignity, which must be considered even more in a context of vulnerability.

The comments made by many English-speaking respondents are more along the lines of questioning the existence of that right. They have difficulty understanding how, in a multicultural context, more efforts are made for Francophones than for other ethnic minorities. The right of immigrants is considered equal to that of Francophones, the existence of the *Official Languages Act* being forgotten. Therefore, the right of patients to receive services in French can be described, in a management perspective, as such: the language of communication having an impact on the quality of the care offered, there is no difference between a French-speaking patient and a newcomer who speaks a language other than English.

The majority of respondents believe the hospital must value the importance of offering health services in French. The percentage is higher in Francophones than in Anglophones.

In contrast, the majority of respondents believe their hospital either does not need to do more to offer services in French, or needs to do a little more, the percentage being higher on the Anglophone side. Even though the majority of respondents say they are willing to do more to offer services in French, Anglophones are the least ready to do so.

With respect to the offer of services which must be made in the patient's official language, many respondents show a certain lack of understanding of their hospital's willingness or obligation to make an active offer or an offer of service in French. Many respondents will say that it is impossible to do so, because a significant percentage of employees are not bilingual. People do not always seem to understand that not being bilingual does not in itself constitute a barrier to offering

services in French. Employees must offer the choice of language of service and, if they are not able to continue in the language chosen by the patient, they should look to an alternative. What is required is the mastering of a few introductory words or phrases. What seems to be feared by greeting the patient in both languages is giving the impression that the person speaks French. People want to avoid the misunderstanding or uneasiness that would ensue if the patient continued in French.

Language skills and training

According to the results, the French skills of a majority of employees have not been evaluated. Approximately one quarter of employees have had language training. For the majority of those who have had the training, it seems to have had little impact on the offer of services in French. The comments point to a possible explanation: employees seem to have few opportunities to offer services or to communicate amongst themselves in French. This may in turn be explained by a low demand for French services, by the “pressure” of the Anglophone linguistic environment, or by training that does not enable one to feel at ease communicating and offering services in French. Many respondents suggest supplementing training with French immersion activities and French communication activities.

Demand for services in French

Many comments suggest that respondents question the commitment or the obligation to offer services in French due to the fact that few patients ask to be served in French. The numbers show a difference in the percentage of French-speaking patients (between 20 and 44%) and the percentage of Francophones who ask to be served in French (the percentage for the latter varies between 11 and 15%). A varying but significant percentage of respondents (from 42% in Sudbury to 87% in St-Boniface) says that patients never address or sometimes address them in French. A significant

percentage (25 to 41%) of respondents maintain that patients often or always go from French to English. This data tends to show that a relatively significant proportion of French-speaking patients accept being served in English or do not ask to be served in their language.

Some respondents do not understand the need for them to make efforts or the fact that resources are being allocated to offering services in French to Francophones who, for the most part, speak English and who do not very often ask to be served in French. The low demand for care in French is an argument used by many respondents to question the right of Francophones or the necessity to devote resources for services in French. Written documentation is held as an example. Why translate documents if French-speaking patients do not use them? According to many respondents, the fact that French-speaking patients are for the most part bilingual and speak English eases the requirement to make an active offer of service in the patient’s official language of choice.

Offer of services in French

The majority of employees assert that their hospital must make an offer of services in French. However, depending on the hospital, this offer does not need to be made in all departments. In fact, other than the Horizon Health Network, hospitals prioritize certain departments when it comes to offering services in French.

Results show that *active* offer of service in both official languages is rather low in all hospitals. Bilingual service pins are not much worn by bilingual, although more in Sudbury. Signage in both languages is used more in Yarmouth and at Horizon, but a relatively significant percentage of departments do not seem to post in both languages. The majority of respondents say that they switch to French with patients who address them in French. However, a relatively significant percentage of employees ask patients if they can speak English in order to continue in that language.

Perceived challenges

Amongst the main challenges we can note in the offer of services in French, the English language profile of employees is most often mentioned. But, if we take mother tongue into account, other challenges are as important for Francophones: the fact that staff does not consider it necessary or important to offer services in French; hiring practices that favour unilingual English-speaking staff; promotion of professionals

which favours unilingual English-speaking staff; the perception of hospital administrators (who do not deem it necessary or important to offer services in French); the lack of measures established by administrators to help professionals offer services in French, and the collective agreement between trade associations and the employer. We notice that the perception varies according to the linguistic status of the respondents: Anglophones tend to downplay challenges.

Vision and Course of Action

Information and assessment tools for managers

In order to take language into account in the organization of health services, managers have access to little information on the language profile of their employees and of the patients that use their hospitals. For example, it is on a voluntary basis that employees inform managers of their bilingual skills in order to eventually assist unilingual Anglophone colleagues. But there is little incentive to volunteer this information because of the possible increased workload associated with assisting colleagues. Helping out their colleagues would only add to their tasks.

Also, with the exception of Sudbury, the degree to which Francophones receive services in their language is not assessed. Hospitals evaluate the quality of their services in general. Because the language of service contributes to service quality, it would be appropriate and useful to include the language aspect in the assessment of hospital services.

Employee information and awareness

The study data indicates a certain lack of understanding of the rights and of the status of Francophones in the country. The values of multiculturalism seem to overshadow the specific status and rights of Canada's Francophones and the context of the *Official Languages Act*.

Furthermore, there seems to be a lack of understanding of the obligations and of the commitment of hospitals with regard to the language of service and, more specifically, of the way in which measures seeking to offer services in French should be implemented. For example, several Anglophone

employees believe that all employees have to be bilingual in order to offer services in French. The solutions that are available seem to be forgotten: seeking the help of a colleague or the services of an interpreter.

In this context, there is some educational work to be done with managers and employees to heighten their awareness of the status of the French language in Canada as well as the different means available that would allow them to offer services in French.

A plan to raise awareness about Francophones and their rights is an option that could be explored. Hospitals could facilitate the organization of activities promoting the use of the French language within their walls.

Training

Several employees claim that the training activities are insufficient in making employees comfortable at offering services in French. But the reality is that we know little about the efficiency of the training programs. Because of the investment involved in these training activities, it would be important to assess the impact of these training programs on the offer of French services.

Moreover, it would be useful to consider additional activities, other than training, that would facilitate language retention. Several respondents suggested that opportunities to communicate in French be organized. Lunch-and-learn sessions, for example, as well as other activities taking place in French, could be organized in hospitals. Furthermore, some respondents suggested that French immersion programs be set up. Would it

be possible to create such programs in partnership with Francophone hospitals?

In some cases, the training costs are paid by hospital departments that are faced with several priorities. Would it be possible to consider setting aside a specific amount for training activities?

Union position

It is important to inform unions of the measures that will be taken to promote services in French. Hospitals must establish and maintain a dialogue with unions in order to find ways to carry out the language obligations and commitments of hospitals, all the while respecting the rights of employees.

The demand for services in French

We have observed that the demand for health services in French seems to be low. That can be explained by several factors. The study by Deveau *et al.* (2010) on the use of French services in Nova Scotia showed that Francophones are more likely to use French services when they are readily offered. In other words, they are less likely to request French services if services are offered in English. All the

more so considering the fact that, in Nova Scotia at least, living in English in the public sphere has been internalized. In a hospital, the vulnerability of patients can increase their need to communicate in their mother tongue. These persons can fear delays if they request French services. However, unless they communicate well in English, the quality of service can be diminished by communications that lead to a lack of understanding.

The vulnerability of patients can lead to situations where they are not inclined to request French services. Nevertheless, Francophone community players who promote health services in French could explore the possibility of an awareness campaign informing Francophones about their right to be served in French and about French services that are available. Furthermore, these organizations are the ones best positioned to do this awareness work in Anglophone and bilingual hospitals, with the goal of promoting French services. The objective is to understand the influence of the English-speaking environment on the demand for services in French and to promote measures that will allow the French-speaking patients to feel truly at ease at choosing French as the language of service.

Conclusion

As with any organization, the organization of health services reflects the current social relations. It is the relationship between Francophones and Anglophones that determines the way in which predominantly Anglophone hospitals organize their services for Francophone patients. Our study has shown that progress has been made with regard to the language of service. In the various legal contexts recognizing, to varying degrees, the rights of Francophones to receive services in their language, hospitals put in place measures to promote French services.

However, many comments show the persistence of old power struggle between the two linguistic groups. The views expressed by several Anglophone employees demonstrate this fact, as well as the moderate commitment of certain administrations and of several managers. However, other comments are reflective of the progress made by Francophones in establishing relationships based on equality. The legal framework in New Brunswick, in Ontario and, to a lesser extent, in Nova Scotia and Manitoba, has formalized these relationships. Even if the commitment of hospitals appears to be the result of a binding legal framework, it still represents progress for Francophones when it comes to language of service. This progress is more evident in New Brunswick and Ontario, whereas in Manitoba and Nova Scotia, progress remains more moderate. In these two provinces, the approach is more reactive: services are offered in French in situations where a communication problem exists which renders the offering of services more difficult. In Ontario, however, and even more so in New Brunswick, the approach is a lot more pro-active: the goal is to readily offer patients a choice of service language. However, in reality, a

gap exists between these objectives and common practice: services in both languages are more readily available on the front-line.

A gap exists between the perceptions of Anglophone and Francophone respondents with regards to the commitment of hospitals to offer French services. While Anglophones tend to think that efforts are satisfactory, Francophone respondents tend to think that more needs to be done. In fact, in examining the results, we believe there is potential among employees to promote an increased offering of French services. We have put forward suggestions in this regard in the previous section. However, the key to going forward with the improvement of French services is in the hands of managers. It is their commitment that will determine the way in which language is taken into account in the organization of health services.

That being said, a hospital is not an environment in which Francophone patients will insist on receiving French services. This is true with other services, as shown in the study by Deveau *et al.* (2009), and it is true also in the hospital context, as shown by our data on the demand for French services. These demands are made in other environments. In this regard, Francophone players should continue their efforts to increase awareness about the importance of offering health services in French.

As our study was not about patient perceptions and experiences, we believe that other studies should complete this analysis in order to obtain a better understanding of the factors motivating or preventing them from requesting French services. An ongoing study by the *Société santé en français* will allow us to complete our analysis.

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Appendix

Appendix 1
Legal and regulatory framework on language of service

	New Brunswick	Nova Scotia	Ontario	Manitoba
Act	<p>Official Languages Act (1969, 2002)</p> <p>An Act Respecting Health Services and Language (2002 and 2010):</p>	<p>French-language Services Act (2004) – Office of Acadian Affairs</p>	<p>The <i>French Language Services Act</i> (1986) guarantees and individual's right to receive services from Government of Ontario ministries and agencies in 24 designated areas. <i>The Regulated Health Professions Act specifies that members may communicate in French with their professional colleagues.</i></p>	<p>No act addressing French-language services.</p>
Provincial policy or regulation	<p>The Official Languages – Language of Service Policy and Guidelines are intended to assist and guide provincial departments, institutions and agencies in meeting their legal obligations under the <i>Official Languages Act</i>. They provide direction in the provision of services in both official languages.</p> <p>The Language of Work Policy states that all employees have the option to work in their official language of choice and to receive services in their language of choice as well.</p>	<p>The <i>French-language Services Regulation, December 2006</i></p> <p>Any designated public institution must develop and publish a French-language services plan.</p> <p><i>French-language Services Policy, March 1999</i></p> <p>Communication and information in French.</p> <p>Child and Family Services Authorities Act (French-language Services Regulation)</p> <p>Every year, authorities submit a French-language services plan to the Minister.</p>		<p>French-language Services Policy – Applies to Government and Crown Corporations (1999).</p> <p><i>Canada-Manitoba Agreement on French-Language Services 2005-2006 to 2008-2009</i></p> <p>Health and Social Services</p> <p>30 health organizations have been designated under the French-language Services Policy.</p> <p>According to a provincial regulation, eight regional health authorities must offer French-language services.</p>

Appendix 1 (cont'd)
Legal and regulatory framework on language of service

	New Brunswick	Nova Scotia	Ontario	Manitoba
Internal Hospital or Authority Policy or Plan	<p>No plan on the offer of services in both official languages. No plan was in effect in the former health authorities either.</p> <p>Some measures are identified in Horizon Health Network's Strategic Plan (2008-2009).</p>	<p>French-language Services Plan (2008-2009)</p>	<p>Designation of organizations offering public services – Hôpital régional de Sudbury Regional Hospital was partially designated in 2001. Requested to be fully designed in 2011. Has a French-language services plan.</p> <p>Mission: We deliver high quality patient and family-centered, in both official languages.</p> <p>The Francophone Advisory Committee (FAC) facilitates communication between the community and SRH. The Committee's goal is to make recommendations to the hospital's President & CEO to ensure services are offered in French at the hospital. This discussion forum fosters open communication.</p>	<p>St-Boniface General Hospital ("St-Boniface") policy III-130, <i>French Language Services – General Policy</i>.</p>

Appendix 2

List of unions

Doctors Manitoba	Doctors Manitoba
AESES	Association for Employees Supporting Educational Success
CRNMB / MARN	College or Registered Nurses of Manitoba / Manitoba Association of Registered Nurses
CUPE / SCFP	Canadian Union of Public Employees / Syndicat canadien de la fonction publique
IATSE	International Alliance of Theatrical Stage Employees
MAHCP	Manitoba Association of Healthcare Professionals
MGEU	Manitoba Government and General Employees Union
MNU	Manitoba Nurses Union
MTS	Manitoba Teachers' Society
NANB / AIINB	Nurses Association of New Brunswick / Association des infirmières et infirmiers du Nouveau-Brunswick
NBASW / ATSNB	New Brunswick Association of Social Workers / Association des travailleurs sociaux du Nouveau-Brunswick
NBMS / SMNB	New Brunswick Medical Society / Société médicale du Nouveau-Brunswick
NBNU / SIINB	New Brunswick Nurses' Union / Syndicat des infirmières et infirmiers du Nouveau-Brunswick
NBU	New Brunswick Union
NSGEU	Nova Scotia Government and General Employees Union
NSNU	Nova Scotia Nurses' Union
ONA	Ontario Nurses' Association
OPSEU / SEFPO	Ontario Public Service Employees Union / Syndicat des employés de la fonction publique de l'Ontario
ParaMed	ParaMed
RNANS	Registered Nurses' Association of Nova Scotia
SERHA / RRSSE	South-East Regional Health Authority / Régie régionale de la santé Sud-Est
UFCW / TUAC	United Food and Commercial Workers International Union / Travailleurs et travailleuses unis de l'alimentation et du commerce
UMFA	University of Manitoba Faculty Association
WRHA / ORSW	Winnipeg Regional Health Authority / Office régional de la santé de Winnipeg