



CONSORTIUM NATIONAL
DE FORMATION EN SANTÉ

... CARREFOUR DE L'OFFRE ACTIVE



Quiz *Advanced Path*

01. Francophone Minority Communities

03. Access to Equitable French-Language Health Services in FMCs

02. Official Languages and Language Rights

04. Active Offer and Cultural Competencies in Health Services

05. Putting Active Offer into Practice: Strategies and Helpful Tips





●●● FRANCOPHONE MINORITY COMMUNITIES

WHICH THREE GROUPS ARE PART OF THE INDIGENOUS PEOPLES?

- A** First Nations, Inuit and Métis
- B** First Nations, First Peoples of the Americas, Métis
- C** Inuit, Métis and Two-Spirit people

The term “Indigenous Peoples” refers to the first peoples of North America and their descendants. The Canadian Constitution recognizes three groups of Indigenous Peoples: First Nations, Inuit and Métis. “These are three distinct peoples with unique histories, languages, cultural practices and spiritual beliefs.” (Government of Canada)

FRANCOPHONE IMMIGRATION HAS BECOME A NATIONAL PRIORITY TO:

- A** Increase the number of Francophones living in minority settings.
- B** Increase the number of bilingual health care professionals.
- C** Increase the number of Francophones living in the province of Quebec.

Francophone communities have experienced a decline in their demographic weight over the past several decades. The contribution of French-speaking immigrants to the vitality and growth of Francophone minority communities is therefore crucial.

OFFICIAL LANGUAGES AND LANGUAGE RIGHTS

ABOUT ONE MILLION FRANCOPHONES LIVE OUTSIDE QUEBEC.

A False

B True

Canada has a population of nearly 37 million people, of whom 22% have French as their first official language spoken. Nearly one million French-speaking individuals live Outside Quebec, in the three territories and in other provinces across Canada.

THE CANADIAN CHARTER OF RIGHTS AND FREEDOMS CAME INTO FORCE IN JUNE 2023.

A True

B False

It was the modernized Official Languages Act that came into force in June 2023.



ACCESS TO EQUITABLE FRENCH- LANGUAGE HEALTH SERVICES IN FMCS

EQUITABLE HEALTH CARE SERVICES ARE:

- A** Appropriate
- B** Safe
- C** Effective
- D** **All of the above**

Equitable health care services are services that are appropriate, safe and effective. Care must be sufficient, delivered in a timely and coordinated manner, and responsive to the individual needs and preferences of patients. Such care reduces the risk of harm to patients and prevents the waste of resources.

WHICH STATEMENT COULD APPLY TO VIRTUAL HEALTH CARE SERVICES?

- A** Virtual health care services are offered only to English speakers.
- B** Francophones have privileged access to virtual health care services.
- C** **There is very little active offer on virtual health care portals.**

Virtual health care services are available to the entire population. However, French-speaking individuals living in minority settings who wish to access virtual health care may encounter several challenges, as online health service portals rarely provide an active offer of French services.



... ACTIVE OFFER AND CULTURAL COMPETENCIES IN HEALTH SERVICES

WHICH OF THESE STATEMENTS IS TRUE?

- A** Cultural competencies are used to eliminate cultural differences.
- B** Cultural competencies are used to influence others' culture.
- C** **Cultural competencies are used to break down cultural barriers.**

Active offer and cultural competence are fundamental to ensuring accessible, safe and high-quality French-language health services for Francophone communities in minority settings.



... PUTTING ACTIVE OFFER INTO PRACTICE: STRATEGIES AND HELPFUL TIPS

SELECT THE BEHAVIOURS RELATED TO CULTURAL COMPETENCIES AND ACTIVE OFFER.

- A** Ask about the individual's preferred official language and record it in the patient's file.
- B** Use the person's own vocabulary to respect their particular use of French.
- C** Use neutral language and never make assumptions about the person's sexual orientation.
- D** **All of the above**

Greeting clients proactively in both official languages and drawing on cultural knowledge and skills to communicate effectively helps foster a high-quality care environment. This allows the person to feel safe and comfortable expressing themselves in the official language of their choice and according to their cultural values.