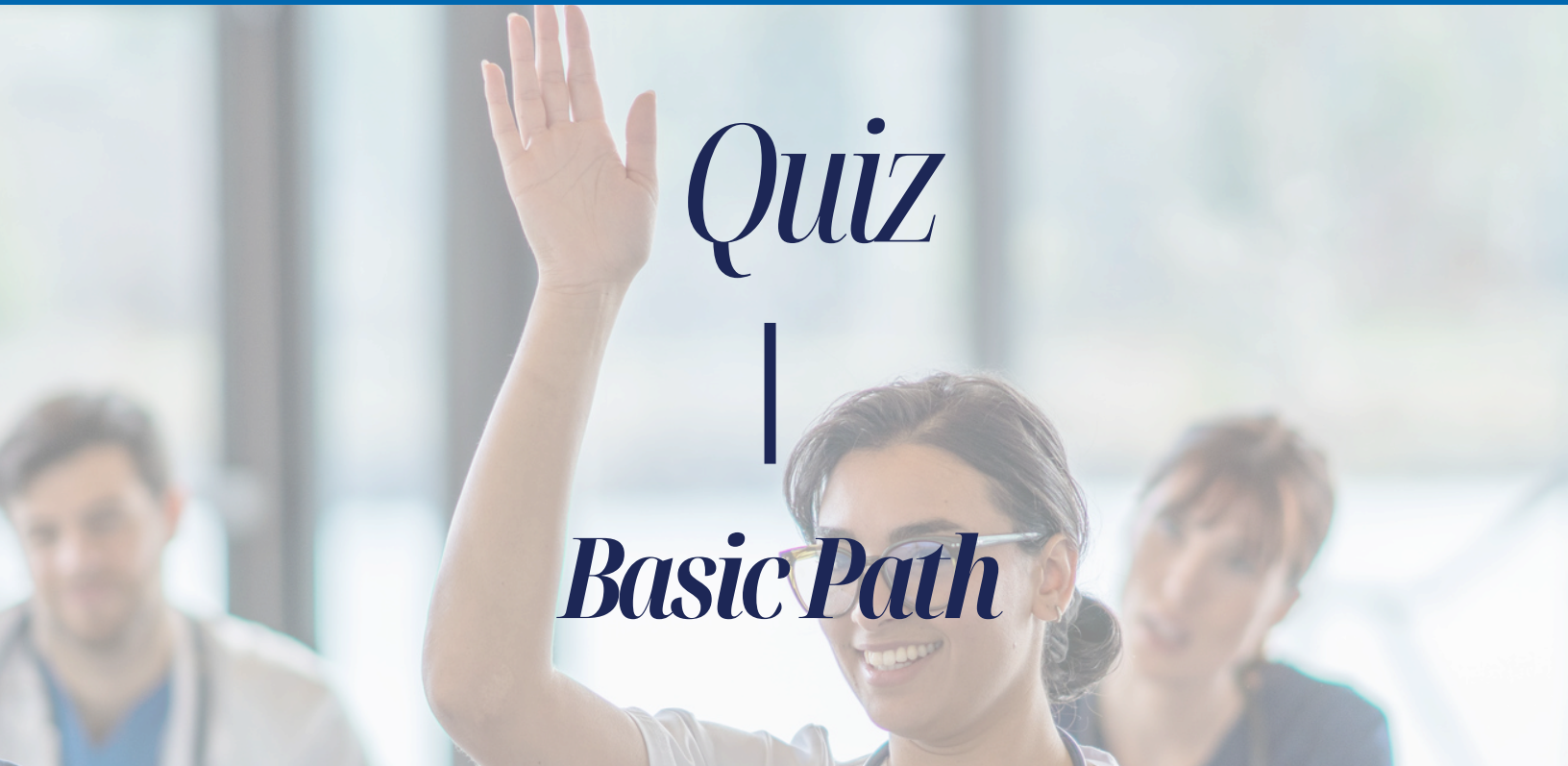




CONSORTIUM NATIONAL  
DE FORMATION EN SANTÉ

# ... CARREFOUR DE L'OFFRE ACTIVE



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**02.** Behaviours Relating  
to Active Offer

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## DEFINING ACTIVE OFFER

### ACTIVE OFFER IS:

- A** A person requesting health services in French.
- B** **An occupational therapist greeting a client in both official languages.**
- C** An employer hiring a French-speaking nurse.

Greeting in both official languages makes the availability of French-language services known without the person having to ask.

Francophones should not have to request health services in French. Active offer must precede the request for services.

Hiring a French-speaking person is certainly a step in the right direction, but that person must also be made aware of the importance of active offer of health services in French.

### WHEN THERE IS AN ACTIVE OFFER, PATIENTS ARE INVITED TO:

- A** Express themselves in their mother tongue.
- B** **Express themselves in the official language of their choice.**
- C** Express themselves in English.

Canada has two official languages, French and English. Health services must be provided in both official languages.

## ... LES COMPORTEMENTS DE L'OFFRE ACTIVE

**FROM THE FOLLOWING LIST, CHOOSE THE BEHAVIOURS THAT SUPPORT ACTIVE OFFER:**

- A** Greeting the person in English or French.
- B** **Providing magazines in French and English in the waiting room.**
- C** Recording a voicemail greeting in French only.
- D** **Clearly displaying the availability of French-language services on virtual health service portals.**

Greeting must be done in both official languages. Health care facilities should display magazines, videos and posters in both official languages in their waiting rooms. On virtual health service portals, identifying the services that are available in French is often difficult. Having a language selector that links to French pages does not necessarily mean that services can be provided in that language.

**WHERE SHOULD THE OFFER OF HEALTH SERVICES IN FRENCH BE MADE?**

- A** At triage
- B** In the birthing room
- C** During virtual interventions
- D** **All of the above**

Active offer must be present throughout the entire continuum of care.







## WHY ACTIVE OFFER MATTERS?

### WHICH OF THESE STATEMENTS IS TRUE?

- A** Active offer is a right.
- B** **Access to health services in the official language of one's choice is a right.**
- C** The provision of health services in English only is a right.

Active offer is not a right, but it serves to make the availability of French-language health services known. Access to health services in the official language of one's choice is a right that ensures safe, high-quality health care in Francophone minority communities.

### ACTIVE OFFER SERVES TO:

- A** Make known the possibility of receiving health services in French.
- B** Create a quality care environment.
- C** Identify the person's preferred official language.
- D** **All of the above**

The availability of French-language health services is not always known. Francophones often face services offered only in English. Active offer makes the availability of services in French known and creates a quality care environment for Francophones living in minority settings.



## ... IMPACT OF LANGUAGE BARRIERS ON QUALITY OF CARE

**AMONG THE FOLLOWING SCENARIOS, WHICH ONES REPRESENT EXAMPLES OF LANGUAGE BARRIERS?**

- A** A physiotherapist explains the exercise program in English to a French-speaking client who recently arrived from Haiti.
- B** A bilingual French-speaking patient describes her symptoms to the English-speaking doctor: “I have a pain when I stop sitting for a while.”
- C** The following message is recorded on the answering machine: “Bonjour, hello. You have reached the Moose Creek Medical Clinic. Vous avez joint la Clinique médicale de Moose Creek. Leave us a message. Laissez-nous un message.

In scenario a), in addition to explaining the exercise program in English, the physiotherapist could have provided the client with a handout in French or demonstrated the exercises. This would have helped the client better understand the exercises she needs to do.

In scenario b), the French-speaking patient is trying to describe her symptoms in English but is unable to express herself clearly. Being bilingual does not necessarily mean being equally comfortable in every situation. A person may be able to work in English in their own field, but not have the linguistic skills needed to accurately describe symptoms or pain.

**AMONG THE FOLLOWING STATEMENTS, WHICH DESCRIBE THE CONSEQUENCES OF LANGUAGE BARRIERS?**

- A** She gave me a doctor’s appointment, but I didn’t understand the date and time.
- B** “Take two capsules in the morning before breakfast, and one capsule at bedtime if needed.” I should take them only if I really need to.
- C** The physiotherapist spoke only English, but gave me a handout in French about the exercises I need to do.

In scenario a), the person may miss the appointment and hesitate to book another one. This delays access to the care they need.

In scenario b), the person does not fully understand the dosage instructions. The treatment may not have the intended positive effects.



## ... INTERPRETATION SERVICES: BENEFITS AND DRAWBACKS

**THERE IS A CANADIAN LAW THAT REGULATES INTERPRETATION SERVICES.**

**A** True

**B** False

No legislation regulates the use of interpreters in Canada. Each health care facility has its own way of managing this matter.

**THE USE OF INTERPRETERS MAY INVOLVE CERTAIN RISKS TO PATIENTS' HEALTH.**

**A** True

**B** False

It is important to recognize that the use of interpreters can impact the quality and safety of care and may also raise ethical considerations.