

Active Offer of French Language Services

What is Active Offer?

Proactively offering quality services which are:

Available at all times

Clearly communicated

Visible

Easily accessible

Equivalent to the quality of services offered in English

What are the Benefits?

For the Patient or the Client

- ✓ Better understanding
- ✓ Increased satisfaction
- ✓ Better self-care management

For the Provider

- ✓ Quality and safety of care
- ✓ Patient centered approach
- ✓ Better coordination of services

How to Implement it?

Bilingual greeting and services



Bilingual communications

Identification of Francophone clients and patients



Bilingual documentation

Recruitment of bilingual professionals



Identification of bilingual staff and professionals

We Can Help You

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LE RÉSEAU DU MIEUX-ÊTRE
FRANCOPHONE
DU NORD DE L'ONTARIO