



ACTIVE DEMAND

Everybody's Business!

Why ask for French-language health services:
It's the best way of letting people know what you need.

WE ALL HAVE A PART TO PLAY
to improve access to French-language health care.

Managers of health care facilities across Alberta, like health care professionals, have a key role to play in ensuring access to French-language health services simply by engaging in the active offer of such services.

At reception, in waiting rooms, examination rooms, or in clinical and hospital settings, the RSA (Alberta Francophone Health Network) works with health care stakeholders across Alberta to develop the active offer of French-language services for the benefit of patients.

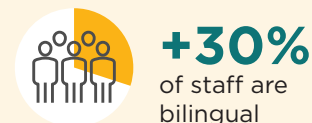
French-speaking Albertans also have a key role to play in this regard. It is in our best interest to express our need to be cared for in French, our language of comfort. This means actively requesting French-language services at every opportunity.

The active offer of French-language services encourages patients to actively request them, and the active demand for such services encourages health care professionals and managers to actively offer them. It is a win-win approach.

IMPROVED ACCESS: The McLennan Model

McLennan Hospital is an integrated delivery model fully responsive to the health needs of its francophone community.

Health care is tailored to patients' language needs. Over 30% of staff are bilingual and engaged in the active offer of French-language services, which are very much in demand.



Exactly what we need to do across the province, where it matters most!

DID YOU KNOW?

It is crucial to let the health system know that French-language health care is essential. Many ethnic groups have taken steps to **let Alberta Health Services know that they require health services in their language. Francophones have not. We need to speak up!**

Expressing this essential need as individuals, as a community, is a **powerful incentive** for our health system to take action. All the more since the Alberta government has adopted a French policy. This policy underscores its commitment to improve French-language services and support the vitality of Alberta's Francophone population.

Alberta Health Services further acknowledges that the Francophone population as a group requires health programming tailored to its linguistic needs. Increasingly, health care professionals and managers are recognizing the need to provide care that is more responsive to the cultural and linguistic needs of patients.

WHY?

Because responsive care is more **efficient, safe and fair**, and leads to **improved health outcomes**.





The patient and his/her family are part of the health care team.

We all have a responsibility to speak up about our needs, including the need to be cared for in our own language.

Other ways to step it up

- ♥ It is far more difficult to ignore a need when it is expressed often, at different points along the service chain, across different facilities. Encourage those around you—family members, friends, colleagues—to actively ask for French-language health services.
- ♥ If you know a health care professional who speaks French in your neighbourhood, community or region, let people around you know and send us an email at direction@rsa-ab.ca. We will make sure to let others know too!
- ♥ Complete the [Patient Feedback Form](#) on the Alberta Health Services website to let decision-makers know about the importance of offering French-language health care. Many other language groups are doing this and benefiting from it. We too need to speak up!

Being proactive is key! Asking for French-language services demonstrates the need.

Just as importantly, we have a say in how services are planned and delivered by health care providers in our communities.

We all need to speak up!



Tips on how to be more proactive

- ♥ At the first contact at the pharmacy, doctor's office, clinic or hospital, get into the habit of asking if anyone speaks French. Do it with a smile. As we say, nothing ventured, nothing gained.
- ♥ In all health care facilities, whenever and wherever possible, choose the French language option with automated telephone systems or in person, at the counter or reception desk. Also make sure to have your language preference recorded in your medical record by the health care professional and/or via the Connect Care health system.
- ♥ Identify yourself as French-speaking on all relevant documents, e.g. registration and intake forms. If this option is unavailable, write it on the form itself. Let staff know that you speak French and would like to be served in French.
- ♥ Always indicate your preference to be served in French at the reception desk, when dealing with health professionals, in surveys, everywhere you go. Do it so often that it becomes a reflex!

Become an advocate!

- ♥ You want to improve access to French-language health care in your community or region? Join our provincial team as a volunteer advocate. Together, we can do more and go much further.
- ♥ If you are thinking about doing a project to improve access to French-language health services in your community or region, the RSA is here to help. Call or send us an email. We will gladly support you in your efforts.
- ♥ Few Francophones volunteer join governing boards and advisory committees within the health system, whether local, regional or provincial in scope. Consider becoming a member of the Advisory Council or joining the Board of Directors of the Primary Care Network (PCN) in your area. This is an excellent way to influence the decision-making process from within. Let the RSA know so that we can support your efforts.

If we
DON'T HEAR IT,
if we
DON'T SEE IT,
the need



DOES NOT EXIST.



ABOUT THE RSA - ALBERTA FRANCOPHONE HEALTH NETWORK

French-language health care has been a shared responsibility for more than 10 years. Working together with volunteers and in partnership with our community, health care professionals, the health system and health care facilities, the RSA supports efforts, builds awareness and mobilizes stakeholders to improve access to French-language health services across the province, where it matters most.