



FLA OHT French language translation strategy

January 2024

Introduction

The Frontenac, Lennox and Addington Ontario Health team is working towards removing linguistic barriers to care. Recognizing access to health services in French as a right is an important step in ensuring inclusivity and cultural competence in health-care delivery.

The FLA OHT's active collaboration with the Réseau des services de santé en français de l'Est de l'Ontario and the with the Comité des Citoyens reflect a commitment to involving the community in the decision-making process and tailoring health-care services to the unique needs of the Francophone community.

The FLA OHT is committed to complying with the *French Language Services Act* as it acknowledges the linguistic diversity within the region. Offering bilingual services and actively working towards providing French language services in all Health Homes is a right for all residents, regardless of their linguistic background.

Continued communication, consultation, and collaboration with the Francophone community are essential for building trust and ensuring that health-care services are truly responsive to the Francophone community's needs.



OHT translation requirements

As of January 2024, Ontario Health Teams are not covered by the French Language Service Act, and as such, they are not obligated to adhere to the provisions of the act. Consequently, there is no legal requirement for French translation. Nevertheless, at the FLA OHT, we are dedicated to making our best efforts, with a commitment to eventual bilingualism in health-care practices.

At maturity, Ontario Health Teams are accountable for:

- Implementing the *French Language Services Act* within their geography.
- Providing health-care services that meet the needs of the Francophone communities.
- Recognizing the value of *the French Language Services Act* and its contribution to achieving a person-centred system of care for the Francophone population.
- Integrating the *French Language Services Act* principles throughout all initiatives to help improve access to services in French across the province.



Translation strategy

We are making best efforts to translate a significant portion of the FLA OHT public content. When deciding which content to translate, considerations such as the type of content, the target audience, and available resources are crucial for optimizing the impact of translation efforts. Here are some specific considerations for each factor:

1. Type of content:

- **Urgency of message:** Information that needs to be shared with a short turnaround time will be difficult to translate.
- **Clarity of message:** Ensure content is understood, including terms relative to the FLA OHT, a French Language Lexicon has been developed.

2. Target audience:

- **Francophone:** Information that is targeted towards Francophone communities will be translated.

3. Capacity for translation:

- **Budget constraints:** The available budget for translation services is considered, prioritizing content that aligns with strategic objectives and community needs.
- **Consultation:** Members of the Francophone community help to ensure translations are culturally sensitivity and resonate with the community's preference.
- **Technology:** Different translation technologies and tools are being used and explored that may help streamline the translation process, potentially reducing the burden on human resources such as Google Translate or website plug-ins

Lexicon

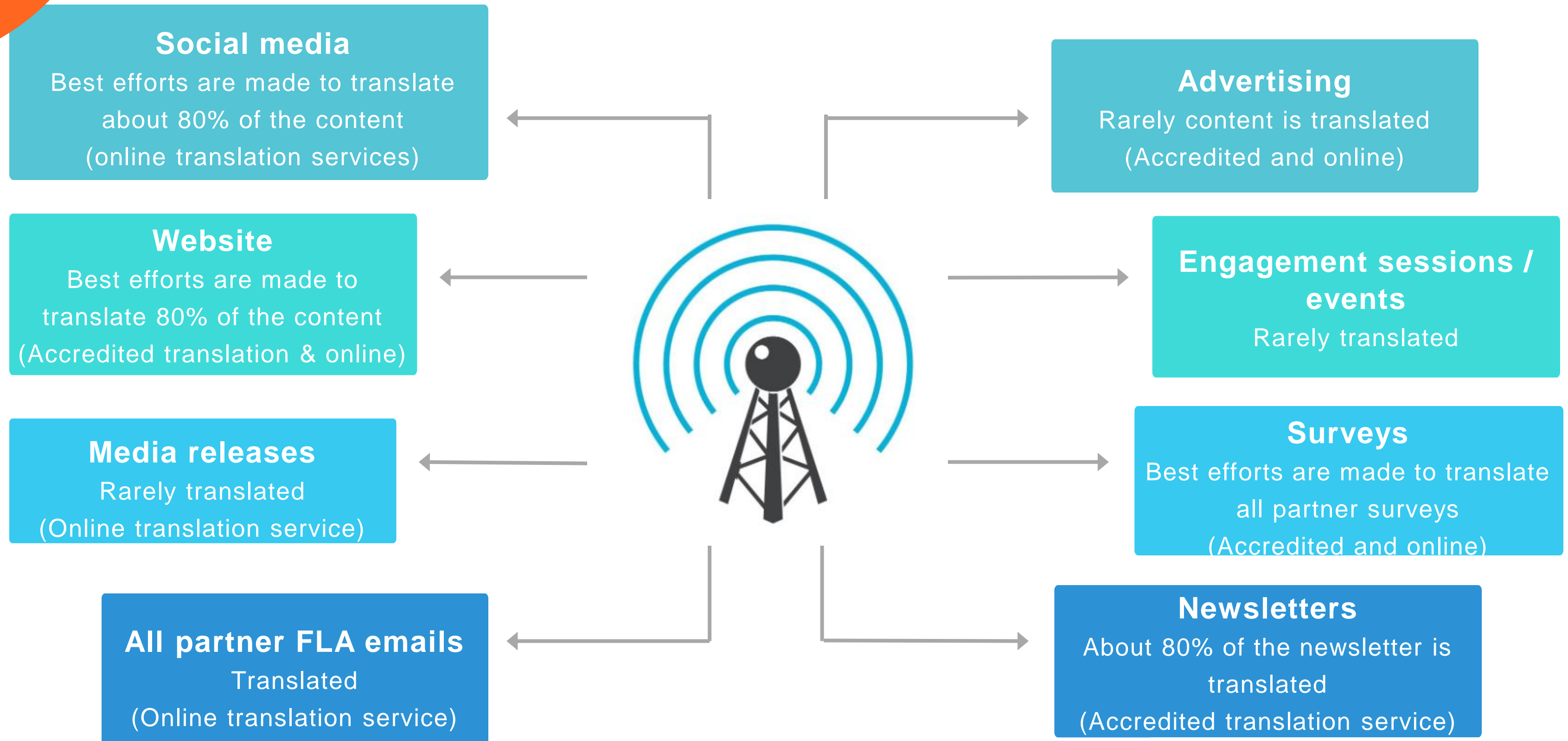
FLA OHT Lexicon for French

Jan 2024

The below chart identifies a list of commonly used words related to the FLA OHT and their preferred French translations. this document will evolve as new terminology could be added at any time to ease consistent and quality translation materials into French.

English	French
Achieving our best health	La bonne <u>santé de tous</u>
Achieving our best health as people, as providers, as a system	<u>Atteindre notre meilleure santé en tant que personnes, en tant que prestataires et en tant que système</u>
Ontario Health Teams	Les <u>Équipes Santé Ontario (ÉSO)</u>
Frontenac, Lennox and Addington Ontario Health Team (FLA OHT)	<u>L'équipe Santé Ontario de Frontenac, Lennox & Addington (ÉSO FLA)</u>
Health Home	Une <u>maison de santé</u> (singular) and Les <u>maisons de santé</u> if plural.
People-Centred Health Home	Des <u>maisons de santé centrées sur la personne</u>
Quintuple Aim	<u>l'objectif quintuple</u>
Community Council	le conseil <u>communautaire</u>
Community Members	les membres de la <u>communauté</u>
Newsletter	<u>Infolettre</u>
equity, diversity, inclusion, (belonging)	<u>l'équité, la diversité, l'inclusion, (l'appartenance)</u>
equal healthcare access for all	<u>accès égal aux soins de santé pour tous</u>
strategic priority(ies)	<u>la priorité stratégique / les priorités stratégiques</u>
strategic plan	le plan <u>stratégique</u>
regional healthcare	les <u>soins de santé régionaux</u>
priority groups/priority working groups/priority work	<u>les groupes prioritaires / le groupe de travail prioritaire / le travail prioritaire</u>
access to primary care	<u>l'accès aux soins primaires</u>
coordinated discharge (from hospital)	un congé <u>coordonné (de l'hôpital)</u>
mental health and addictions	<u>santé mentale et dépendances (la santé mentale et les dépendances)</u>
aging well at home	bien <u>vieillir chez soi</u>
palliative care	les <u>soins palliatifs</u>
digital support	le <u>soutien numérique</u>
support structures	les structures de <u>soutien</u>
community engagement	<u>l'engagement communautaire</u>

Communication channels





Thank you



FLA OHT



www.flaoht.ca



Kingston, ON

FLAOHT | **ÉSOFLA**