



French Language Services and **YOU!**

REETING TOOL

A guide to support staff in
designated bilingual sites
and positions

Active
Offer! in Motion



If you talk to a man in a language he understands, that goes to his head.

If you talk to him in his language, that goes to his heart.

Nelson Mandela

Southern Health-Santé Sud French Language Services ... *Our commitment*

Southern Health-Santé Sud is committed to providing services in both official languages, English and French. We are one of four designated bilingual RHAs in Manitoba. As a designated bilingual region and in accordance with the Manitoba Government's French Language Services (FLS) Policy, Southern Health-Santé Sud is legislatively responsible to provide health care services in official languages (English and French) within, but not limited to areas of higher concentration of francophone population. That means that residents in the region have access to health services in the official language of their choice.



To facilitate this access, through Active Offer of French-language health services (**Active Offer**), employees accept responsibility to ensure they are evident, readily available, easily accessible and are of comparable quality to those offered in English. Regardless of your role in the organization, **Active Offer** is everyone's responsibility.

Active Offer!

In other words, it means informing the client at first point of contact that English and French services are available. The objective of Active Offer is to ensure that the client feels completely welcome and comfortable to communicate in the official language of his/her choice.

Southern Health-Santé Sud's FLS policies provide the founding principles related to Active Offer. This Greeting Tool serves as a "checklist" to show how YOU can set Active Offer in motion in your workplace:

Table of Contents

Telephone Greetings	p. 3
Voice Mail Greetings	p. 5
Service in Person	p. 6
Correspondence	p. 7
Electronic Services	p. 8
(website, emails, e-signatures)	
Visual Environment	p. 9
Resources/References	p. 10



Telephone Greetings

Employees in designated bilingual positions answer the telephone in both official languages (English / French). The conversation continues in the official language chosen by the caller. Following are some examples:

- "Hello-Bonjour! Southern Health-Santé Sud"
- "Good Morning-Bonjour, Centre de santé St. Claude Health Centre!"
- "Bonjour! Centre médico-social De Salaberry, Good Afternoon!"

Once the caller has indicated the language of choice, you can either

- a) assist the caller by responding to the request, OR
- b) if you are unable to respond in French:

- access a bilingual colleague to assist you to provide the service in French
- if you do not have access to a bilingual colleague or if you work in a community setting, reassure the client that while there is nobody bilingual on the shift or in the office, all efforts will be made to accommodate him/her in French in the future.

If there is no bilingual colleague available and language is in fact deemed a barrier to safe delivery of care, access the Southern Health-Santé Sud policy on Interpreter Services-Language Access for more information. In all encounters where there was a request for a French service which was not fulfilled, please share details with your supervisor and discuss possible options to provide a French service to this individual or other clients in the future.

KEY POINTS

Telephone greeting:

- ▶ always answer in both official languages
- ▶ continue the conversation in the official language chosen by the caller
- ▶ if you do not speak French, find a bilingual colleague to assist you

If a client addresses you in French and you are unable to respond in French:

- ▶ inform the client that you do not speak French but that you will transfer his/her call to someone who can help him/her in French
- ▶ BEFORE transferring the call, notify a colleague that the person is requesting French Language Services and confirm his/her availability to serve the client
- ▶ BEFORE transferring the call, provide the client with the name and phone number of the person to whom you are transferring the call to and advise the client that your colleague is bilingual

If there is no bilingual colleague available or if you work in a community setting:

- ▶ reassure the client that while there is nobody bilingual on the shift or in the office, all efforts will be made to accommodate him/her in French in the future
- ▶ refer to the Interpreter Services-Language Access policy when language is deemed a barrier to safe delivery of care

Common Expressions used on the Telephone

English / Anglais	French / Français
Hello, <i>Bonjour</i> , (my name) speaking.	<i>Bonjour, Hello, ici (mon nom).</i>
One moment, please.	<i>Un moment, s'il vous plaît.</i>
How may I help you?	<i>Comment puis-je vous aider?</i>
The line is busy. Would you like to wait?	<i>La ligne est occupée. Désirez-vous attendre?</i>
I will transfer your call to Mr. /Ms. (name).	<i>Je vous passe monsieur/madame (nom).</i>
May I ask who is calling?	<i>De la part de qui, s'il vous plaît?</i>
I'm sorry, he/she no longer works here.	<i>Je regrette, il/elle ne travaille plus ici.</i>
I'm sorry, you have the wrong number.	<i>Je regrette, vous avez le mauvais numéro.</i>
I'm sorry; he/she is busy at the moment.	<i>Je regrette, il/elle est occupé(e) présentement.</i>
Would you like to make an appointment?	<i>Désirez-vous prendre un rendez-vous?</i>
Would you like to leave a message (on her/his voice mail)?	<i>Désirez-vous laisser un message (dans sa boîte vocale)?</i>
Would you like to speak to someone else?	<i>Désirez-vous parler à quelqu'un d'autre?</i>
He/She is expected to return...tomorrow/in ten minutes.	<i>Il/Elle sera de retour... demain / dans dix minutes.</i>
May I have him/her return your call?	<i>Voulez-vous qu'il/qu'elle vous rappelle?</i>
May I take your name and telephone number?	<i>Puis-je prendre votre nom et votre numéro de téléphone?</i>
Would you please repeat your message?	<i>Pouvez-vous répéter votre message s'il vous plaît?</i>
You are welcome. Goodbye.	<i>Ça m'a fait plaisir. Au revoir.</i>





Where available, automated telephone systems should be recorded in a bilingual format. Speak to your logistics administrator regarding set up.

Voice mail, pre-recorded and out-of-office email messaging are recorded appropriately in both official languages. There are two types of recorded voice mail greetings:

- standard personal voice mail message
- extended absence (out of office) voice mail message

KEY POINTS



- ▶ Pre-recorded and out-of-office email messages are recorded appropriately in bilingual or English/French format. For the bilingual recording, a recommended approach is to begin and complete the message in French to demonstrate **Active Offer** of French-language health services and to deliver the body of the message in English
- ▶ whenever possible, greetings should allow the caller with instructions on how to speak with someone directly, i.e. press 0 to speak with the receptionist or contact (NAME) at (204-###-####)

The following are suggested examples of greetings; you may want to incorporate different variations.

EXAMPLES

<p>A. Bilingual:</p>	<p><i>Bonjour, you have reached the office (NAME/TITLE or SITE/PROGRAM/SERVICE) with Southern Health-Santé Sud. I am currently on the phone or temporarily away from my desk. Please leave a message and I will get back to you as soon as possible. For immediate assistance, please press '0'. Pour une assistance immédiate, veuillez composer le '0'. Thank you, Merci et bonne journée!</i></p>
<p>B. English:</p> <p>French:</p>	<p>Hello-Bonjour, you have reached the (SITE/PROGRAM/SERVICE NAME). We are unable to take your call at this time, please leave a message. We will get back to you as soon as possible. Thank you.</p> <p><i>Nous sommes dans l'impossibilité de prendre votre appel. Veuillez laisser un message et nous retournerons votre appel dans les plus brefs délais. Merci et bonne journée!</i></p>
<p>C. English:</p> <p>French:</p>	<p>Hello-Bonjour, you have reached the voice mail of (NAME) with Southern Health-Santé Sud, (SITE/PROGRAM/SERVICE NAME). Please leave a message and I will get back to you as soon as possible. For further assistance please press '0' Thank you!</p> <p><i>Vous avez joint la boîte vocale de (NOM) avec le programme/service de (SITE/PROGRAMME/SERVICE). Veuillez laisser un message et je retournerai votre appel dans les plus brefs délais. Pour une assistance immédiate, veuillez composer le '0' Merci!</i></p>
<p>D. Bilingual:</p> <p>Extended Absence greeting (out of office)</p>	<p>Hello-Bonjour, you have reached the voice mail for NAME with Southern Health-Santé Sud, (SITE/PROGRAM/SERVICE NAME). I am currently out of the office however I will be back on (DATE). Please leave a message and I will get back to you when I return. <i>Laissez-moi un message, je vous reviens dès mon retour, après le (Date).</i> For further assistance, please press « 0 » (if applicable) or contact (NAME) at (204-###-####). <i>Pour une assistance immédiate, veuillez composer le '0' ou contacter (NOM) au (204-###-####).</i> Thank you, Merci!</p>



Employees/reception greets the public in both official languages. The conversation continues in the official language chosen by the person. Where circumstances are such that the employee cannot respond to enquiries in French, the employee will make every effort to achieve **Active Offer** of French-language health services.

Extending the **Active Offer** of French-language health services in person also requires a two-language greeting. Usually, the two-language greeting in person is shorter than on the telephone. Some examples are:

- ▶ "Hello, *Bonjour!*"
- ▶ "*Bonjour*, May I Help You?"
- ▶ "Good Morning, *Bonjour!*"
- ▶ "Hello, *Puis-je vous aider?*"

If there is no bilingual colleague available and language is in fact deemed a barrier to safe delivery of care, access the Southern Health-Santé Sud policy on Interpreter Services-Language Access for more information. In all encounters where there was a request for a French service which was not fulfilled, please share details with your supervisor and discuss possible options to provide a French service to this individual or other clients in the future.

KEY POINTS

Personal Greeting

- ▶ always greet your client in both official languages; continue the conversation in the official language chosen by client
- ▶ visual identity of all bilingual staff (personal ID badges), 'Bonjour-Hello' pins and/or lanyard

Bonjour
Hello

Referral to another employee

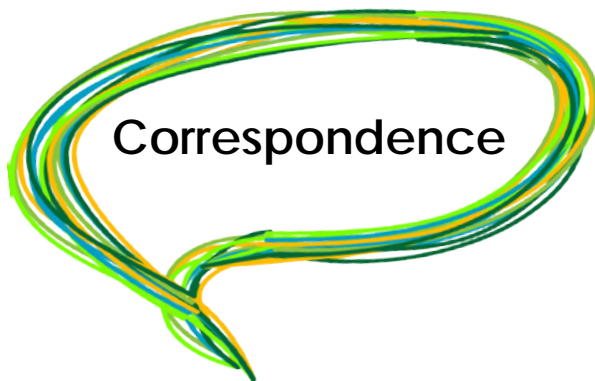
- ▶ inform the client that you do not speak French and that you are going to ask someone else to assist him/her
- ▶ BEFORE referring the client, notify a colleague that the person is requesting French Language Services and confirm his/her availability to serve the client in French and provide the client with the name of this person and help get the client connected with this person

If there is no bilingual colleague available or if you work in a community setting:

- ▶ reassure the client that while there is nobody bilingual on the shift or in the office, all efforts will be made to accommodate him/her in French in the future
- ▶ Refer to the Interpreter Services-Language Access policy when language is deemed a barrier to safe delivery of care

Common Expressions used 'in Person'

English / Anglais	French / Français
Good morning/afternoon.	<i>Bonjour</i>
One moment please.	<i>Un moment, s'il vous plaît.</i>
I will call/get a bilingual person to serve you	<i>Je vais appeler/aller chercher un.e employé.e bilingue pour vous servir</i>
Have you been served?	<i>Avez-vous été servi ?</i>
How may I help you?	<i>Comment puis-je vous aider?</i>
Do you have an appointment?	<i>Avez-vous un rendez-vous?</i>
Who may I say is asking to see him / her?	<i>Puis-je lui dire qui veut le/la voir?</i>
I'm sorry; he/she is not available at the moment	<i>Je regrette, il/elle n'est pas disponible en ce moment</i>
Would you like to make an appointment?	<i>Désirez-vous prendre un rendez-vous?</i>
Please have a seat.	<i>Veillez vous asseoir.</i>
Someone will be with you shortly	<i>Quelqu'un viendra vous servir sous peu.</i>
Please follow me.	<i>Suivez-moi, s'il vous plaît.</i>
Thank you.	<i>Merci.</i>
You are welcome.	<i>Je vous en prie / Il n'y a pas de quoi.</i>
Goodbye.	<i>Au revoir.</i>



Correspondence initiated by the Southern Health-Santé Sud site, program or service

Correspondence aimed at the general public or organizations across the region is issued in both official languages, i.e. Rural Municipalities, School Divisions, etc. Responses to correspondence received are issued in the official language chosen by the client. At any time, a client may request to change his or her language of choice.

With correspondence as with all other forms of documentation, equal importance should be given to both official languages when possible. Documents should either be prepared in a side-by-side or front to back format.

Correspondence initiated by a client

Southern Health-Santé Sud site, program or service responds to written communication in the official language used by the correspondent, acknowledging that there are circumstances where a response in the language of business may be required.

KEY POINTS

Ensure the following:

- ▶ all correspondence and documentation is available in the language chosen by the client
- ▶ when initiating correspondence, provide the documents in the official language chosen by the client
- ▶ respond using the last official language chosen by the client

Public Website

The **Active Offer** of French-language health services must always be provided at the first point of contact with the use of all electronic service delivery channels such as the region's public website. Electronic information on the public website is posted simultaneously in both official languages. A good point of reference to access information regarding Southern Health-Santé Sud health care services is the public website: www.southernhealth.ca where pages are mirrored - meaning that when you are on an English page and toggle to the French page, the same information appears in the other language.



Emails to general public organizations and stakeholders, out of office notifications and e-signatures

KEY POINTS

- ▶ for email to general public organizations/stakeholders, apply the same principles as for correspondence
- ▶ staff in bilingual positions are required to provide an out-of-office notification as well as an e-signature in both official languages

EXAMPLES of out-of-office email messages:

Bilingual:

Bonjour-Hello,
I am currently out of the office. I will reply to your email as soon as possible. *Je suis hors du bureau, je vais répondre à votre courriel dès que possible.* For immediate assistance, please contact (NAME) at (204-###-####) or by e-mail at (e-mail address). *Pour une assistance immédiate, veuillez contacter (NOM) au (204-###-####) ou par courriel à (adresse courriel).* Merci – Thank you!

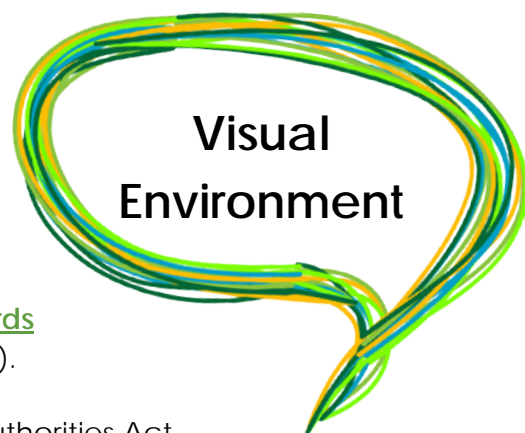
English:

Hello,
I am currently out of the office. I will gladly reply to your message upon my return on (DAY, DATE). Should you require further assistance, please contact contact (NAME) at (204-###-####) or by e-mail at (e-mail address). Have a nice day!

French:

Bonjour,
Je suis présentement à l'extérieur du bureau. Il me fera un plaisir de répondre à votre message dès mon retour, soit le (JOUR, DATE). Pour une assistance immédiate, veuillez contacter (NOM) au (204-###-####) ou par courriel à (adresse courriel). Bonne journée!

It is important for clients to know where health services are offered in both official languages. That is why the presence of bilingual signs is an important visual element indicating that services are available in both official languages. The visual environment reflects the bilingual nature of designated bilingual sites, including exterior and interior signage in both official languages. All signage must conform to the Southern Health-Santé Sud [Graphic Standards Manual](#) (GSM), available on the Health Providers' Site (HPS).



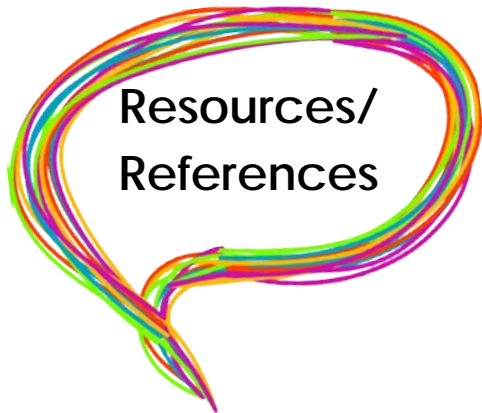
As well, per Regional Health Authorities Act (C.C.S.M. c. R34), a bilingual or francophone facility or program designated under this regulation must post a notice of the designation in accordance with guidelines approved by the provincial minister.

KEY POINTS



Ensure the following:

- ▶ Bonjour-Hello symbol is clearly visible to the public
- ▶ Bonjour-Hello symbol is worn by all bilingual staff
- ▶ notice of the designation is posted per provincial guidelines
- ▶ signage and documentation intended for the public are displayed in both official languages



Resources/ References

- **Active Offer** of French-language health services: view a short video at this link <https://vimeo.com/192958963>
- **Stationery Buddy**: is a listing of approved job titles, credentials, addresses and programs for Southern Health-Santé Sud. Listed in English, French and bilingual format, in its primary purpose is to assist staff in filling out stationery requisitions (business cards, letterhead and envelopes).
- **Graphic Standards Manual (GSM)**: assists staff, affiliates, advertising agencies, printers, graphic designers, production companies and anyone depicting Southern Health-Santé Suds' identity. It is an important resource that may be shared with anyone authorized to use and apply the identity for any approved purpose.
- **FLS Language Training**: is offered in the Fall, Winter and Spring. Visit the Health Providers' Site for more details and tips on how to maximize your learning journey.
- **www.southernhealth.ca**: lists bilingual information on health care services; this symbol identifies where services are offered in both English and French.

**Active
Offer!**

is simply good customer service. Collectively, **WE** can all make a difference, every day to improve our clients' health care experience in ensuring access to the right service, at the right time, in the right language.

Thank you

Merci