

# **Directory of French Speaking Primary Health Care Providers in Nova Scotia**



**Prepared by:  
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# 1 Acknowledgements

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## 2 Executive Summary

“What we need to do now is create places or centres where Francophones, when they come through the door — whether physical or virtual — will feel that life unfolds in French and that they will not be bothering people if they ask for services in their language.” (Hubert Gauthier, Co-Chair, Consultative Committee for French-Speaking Minority Communities, 2002)

In a 2001 national report entitled “Improving Access to French-Language Health Services,” the Fédération des communautés francophones et acadienne du Canada (FCFA) stated that language plays a crucial role in effective health care delivery. The FCFA found that access to English health services was three to seven times higher than access to French health services. It also found that between 50 and 55 percent of Francophones living in minority situations had little or no access to French health services.

In 2004, the Réseau pour les services de santé en français – Nouvelle Écosse and the Nova Scotia Department of Health proposed to create a directory of the French speaking primary health care providers within Nova Scotia. Funding for this project was provided by Health Canada, the Primary Health Care Transition Fund (OLMC) program, through the instrumentality of Société santé en français in June, 2005. Partners on the project included the Réseau pour les services de santé en français – Nouvelle-Écosse and the Nova Scotia Department of Health. The Health Care Human Resource Sector Council was contracted to manage the project. The survey and database were completed by the Centre for Organizational Research and Development (COR&D) at Acadia University.

Working in collaboration, the project partners developed a survey to identify the French speaking health care professionals within 18 primary health care professions: Registered Nurses, Licensed Practical Nurses (LPNs), Nurse Practitioners, Physicians, Social Workers, Dentists, Dental Assistants, Dental Hygienists, Optometrists, Opticians, Physiotherapists, Occupational Therapists, Recreational Therapists, Psychologists, Nutritionists, Chiropractors, Continuing Care Assistants/Personal Care Workers/Home Support Workers and Pharmacists. The surveys were disseminated through regulatory bodies, professional associations and employers representing the identified professions.

In total, 6407 surveys were sent to primary health care providers in Nova Scotia. The survey results were used to create The Directory of French Speaking Primary Health Care Providers in Nova Scotia.

The Directory, containing names, professions and contact information, is accessible from the Nova Scotia Department of Health website (<http://www.gov.ns.ca/health/frhc>), and will be linked to the websites of various francophone and Acadian community organizations, the IWK Health Centre and the District Health Authorities (DHAs) in the province. The website is accessible in both French and English and the public is able to search the database for French speaking health care providers by either profession, community or both fields.

Recommended additional strategies for increasing access to French language health services are identified. One such strategy is the concept of an "active offer

of services" in which French language health care services are identified by way of personal nametags, office signs etc. Other recommendations include addressing the concerns raised by respondents on the survey and the addition of other primary health care professions and DHAs within future updates of the Directory. Recommendations for the yearly updating of the Directory of French Speaking Primary Health Care Providers in Nova Scotia are also included.

### **3 Project Background**

This section describes the development of the Directory of French Speaking Primary Health Care Providers in Nova Scotia project. It begins with a brief review on the literature of health care services in a patient's first language. The section also includes a description of French language health care services in Canada, and more specifically Nova Scotia. For a full review of the literature, refer to *Setting the Stage: Planning Primary Health Care Services in French in Nova Scotia*, Réseau Santé – Nouvelle-Écosse (prepared by Pyra Management Consulting Services Inc., 2006).

#### ***3.1 Review of the literature***

Research shows that an inability to receive medical attention in your first language can compromise your health care situation. Robichaud (1986) states that the delivery of health services in the patient's first language does far more than simply show respect for their culture: it is an indispensable part of improving their health. Researchers in both the United States and the United Kingdom have found that language barriers and cultural differences influence the under-utilization of health care services by minority groups (Riddick, S., 1998; Watt, I.S. et al, 1993). Patients who experience language barriers in accessing health care were found to be less likely to use preventative and front-line services and more likely to use emergency services (Adler, N.E., et al, 1993; Fox and Stein, 1991 ; Manson, A., 1988; and Watt, I.S. et al, 1993). Health care providers in American cities found that language difficulties were a major barrier to accessing health care for immigrants, and provided a serious threat to the quality of health care they received (Ku, L. and Freilich, A., 2001). For a full literature review of this topic, please refer to *Setting the Stage: Planning Primary*

*Health Care Services in French in Nova Scotia, Réseau Santé – Nouvelle-Écosse*  
(prepared by Pyra Management Consulting Services Inc., 2006).

### **3.2 French Language Health Services**

Accessibility of French language health care services has become a growing concern for local Canadian communities and political leaders alike. According to the Official Languages Act of Canada, approximately two million Canadians live in official language minority communities. Section 41 of the Official Languages Act states that these communities are entitled to comparable health care services in their maternal language and that improving access to health services in the official language of their choice will benefit all Canadians. The following sections outline the recent history of French language health services in Canada, and in particular, Nova Scotia.

#### **3.2.1 French Language Health Services in Canada**

In 2000, the Fédération des communautés francophones et acadienne du Canada (FCFA) and Health Canada worked collaboratively to develop French language health care initiatives for Acadian and Francophone communities in a minority setting. The FCFA and Health Canada created the Consultative Committee for French-Speaking Minority Communities (CCFSMC) in April 2000. The committee's mandate was to document the status of access to French health care services throughout the provinces and territories.

A June, 2001 FCFA study of access to French language health services, entitled "Improving Access to French-Language Health Services," concluded that language barriers:

- discourage people from using health services for reasons of prevention;
- have little influence on the likelihood that a person will call on health services for the treatment of acute health problems, but increase: (i) consultation times, (ii) the likelihood that diagnostic tests will be requested, and even (iii) the probability of diagnostic and treatment error;
- have a greater influence on service quality when effective communication is crucial (mental health services for example);
- are associated with lower levels of compliance; [and]
- are associated with lower levels of satisfaction with health services (FCFA, 2001, p.16).

The FCFA study found that in the 71 Canadian communities studied, access to English health services was three to seven times higher than access to French health services and that between 50 and 55 percent of Acadians and Francophones living in minority situations had little or no access to French health services. The study stated that language plays a crucial role in effective health care delivery.

In September 2001, the Consultative Committee for French-Speaking Minority Communities released the Report to the Federal Minister of Health. The study concluded that there were significant regional differences in the availability of French language health care services across Canada. This report identified an urgent need for French language health care services in Western Canada, the

territories and 'also in the Atlantic provinces, Nova Scotia in particular' (Report to the Federal Minister of Health, 2001.)

### **3.2.2 French Language Health Care Services in Nova Scotia**

As recorded in 2001 census data, Nova Scotia is home to over 37,000 Acadian and French speaking citizens, representing four percent of the province's total population. Across the province there are several regions with distinct Acadian communities such as Clare and Argyle in the South West, Pomquet near Antigonish, and in the Île-Madame and Chéticamp areas of Cape Breton. Concentrations of Acadians and Francophones are also found in the urban centres of Halifax/Dartmouth and Sydney, Cape Breton, with a lesser number found in other regions of the province. Although the majority of French speaking people in the province are of Acadian descent, there are also a significant number of people from Quebec, as well as French immigrants from France, Africa, and Lebanon. Despite an overall trend toward migration out of rural areas, the number of Acadian and Francophone residents in Nova Scotia has remained stable for the past three decades.

Community information on and access to French health services is limited in Nova Scotia, with few designated bilingual positions and set policies to provide health care services in French. Where formal interpretation services are not available, communities often rely on informal systems of translation such as volunteers and family members (Proposal for the Inventory of French Language Capacity Among Primary Health Care Providers in Nova Scotia, 2004).

The Fédération acadienne de la Nouvelle-Écosse (FANE) launched the *Provincial Community Consultation Project* in 2002 to address gaps in access to French language health care services, and to offer recommendations on key directions to pursue in terms of providing French language health care services in Nova Scotia.

Through this project, regional consultations identified the following concerns:

- there are gaps in accessing French health care services in all the Acadian and francophone regions of Nova Scotia
- the community must increase its awareness of existing services and the importance of access to French services
- government administrators and political decision-makers lack awareness of the importance of French services
- the community and its organizations need to get involved in the decision-making process
- gaps exist in French-language information and resources pertaining to health promotion
- posters, signage and displays of available French services are non-existent
- technology can be used to assist in training and information dissemination (French Health Care Services in Nova Scotia, FANE, 2002).

Also as part of the *Provincial Community Consultation Project*, forty-four representatives from Acadian and Francophone communities in Nova Scotia attended a provincial forum in June 2002. The Nova Scotia Department of Health, Health Canada, Canadian Heritage, Office of Acadian Affairs Nova Scotia, Nova Scotia's francophone training institutions, the FCFA and FANE

were also represented. The results of the forum and the 2001 provincial consultation process were compiled in the “French Health Care Services in Nova Scotia” report, published in the fall of 2002. The following recommendations were made to political decision makers on key directions to pursue in terms of providing French language health care services in Nova Scotia:

- raise the awareness of the public, the authorities and political leaders on the importance of access to French health care
- community involvement is necessary in the development of strategies and mechanisms for improving access to health care services in French
- improve access to relevant information and resources promoting health for all ages. A well-informed public is less at risk.

Following this report, the foundational principles for the Réseau pour les services de santé en français – Nouvelle Écosse were defined. The mandate of the Réseau pour les services de santé en français – Nouvelle Écosse was defined as: “promote access to quality French services in the field of health and wellness in the Acadian and francophone communities throughout the province.”

In 2004, the Réseau pour les services de santé en français – Nouvelle Écosse and the Nova Scotia Department of Health proposed to develop a Directory of the French speaking primary health care providers within Nova Scotia. The Health Care Human Resource Sector Council was contracted to manage the project. The survey and database were completed by the Centre for Organizational Research and Development (COR&D) at Acadia University.

Concurrently, the 'Setting the Stage' project was initiated to develop a strategy for French language primary health care services within Nova Scotia. The key objective of the 'Setting the Stage' project was to support the activities of Réseau Santé– Nouvelle Écosse by contributing to its efforts to integrate the needs of the Acadian and francophone population into the decision-making processes at the provincial and district levels in primary health care service delivery. To meet this objective, the project was scheduled to be completed in three phases. Phase 1 was a situational analysis; Phase 2 was an analysis of available options; and Phase 3 was the development of an implementation plan and final report.

In 2005, both the 'Setting the Stage' and the 'Directory' projects received funding by Health Canada, the Primary Health Care Transition Fund (OLMC) envelope, through the instrumentality of Société santé en français.

## **4 Project Description**

This section provides an overview of project goals and objectives for the Directory of French Speaking Primary Health Care Providers in Nova Scotia.

### ***4.1 Project Goals***

The goal of the project was to identify French language capacity among primary health care providers in Nova Scotia and to inform the community of primary health care services offered in the French language, thus improving access to French language health care services.

### ***4.2 Project Objectives***

The objectives of the project were:

- to develop and implement a survey across occupations within primary health care to identify employees with the capacity to provide services in the French language.
- to develop and implement a communication strategy that would maximize participation in the survey and promote awareness of the project's objectives.
- to compile the survey results into a database of French speaking primary health care providers. The database (or directory) of French language services would be integrated with Department of Health systems and made available to health care clients.
- to integrate the directory into the Department of Health website. The Directory would be linked to the websites of various francophone and Acadian community organizations, the IWK Health Centre and the District Health Authorities (DHAs) in the province.

- to create procedures for the ongoing updating of the directory. Incorporate into primary occupational registrations/renewals and employment records the question of capacity for French language services.

The objectives of the Directory of French Speaking Primary Health Care Providers project support the objectives of the Primary Health Care Transition Fund (PHCTF) and the Official Language Minority Communities (OLMC) envelope.

## 5 Project Methodology

This section describes the methodology used to survey primary health care providers in 18 primary health care professions. The survey results were used to create The Directory of French Speaking Primary Health Care Providers.

### 5.1 *Contacting the Professions*

The 18 primary health care professions included in the project were:

- Registered Nurses
- Licensed Practical Nurses
- Nurse Practitioners
- Physicians
- Social Workers
- Dentists
- Dental Assistants
- Dental Hygienists
- Optometrists
- Opticians
- Physiotherapists
- Occupational Therapists
- Recreational Therapists
- Psychologists
- Nutritionists
- Chiropractors
- Continuing Care Assistants
- Pharmacists

For the purposes of this project, primary health care included those health care professionals working within community health care settings. It excluded those working in hospitals, institutions and long term care facilities. These parameters were set by the Director of Primary Care, at time of project development.

Six District Health Authorities (DHAs) with large concentrations of Acadian and Francophone citizens were identified for inclusion in the project: Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West, and the Annapolis Valley. The IWK Health Centre was also included, as it is unique in

its position as a health care centre which provides care to all three Maritime Provinces.

Professional associations/regulatory bodies were informed of the project and their assistance was requested in contacting their members who provide services in primary health care (See [Appendix A: Initial Correspondence](#)). A list of the professional associations/regulatory bodies participating in the study is included as [Appendix B](#). The project team worked collaboratively with the professional associations/regulatory bodies to identify the survey recipients, with the exception of the Continuing Care Assistants (including Home Support Workers and Personal Care Workers), who do not have a regulatory body, and thus were identified through their employers.

The Board of Dispensing Opticians of Nova Scotia declined participation in the project. The Nova Scotia Recreation Professionals in Health were interested in participating in the project. However, since it was determined that they did not have members working in primary health care, they were not included in this stage of the project.

## ***5.2 The Survey***

The project partners developed a voluntary survey in which French speaking health care professionals within 18 primary health care professions were asked to identify themselves. The mail out package consisted of an English and French covering letter and survey, and a stamped return envelope. The covering letter and surveys are included as [Appendix C](#). The survey was formatted using the

Teleform computer program and the results were scanned into a computer for analysis.

Professional associations and regulatory bodies assisted with survey distribution through:

- 1) access to their membership list for survey dissemination, or
- 2) distribution of the survey directly to their membership to preserve the confidentiality of their members.

The results of the survey were compiled into a database identifying French speaking primary health care providers by name, occupation, location and contact information.

### ***5.3 Project Communications***

To raise awareness of the project, advisements were placed in all of the professional association/regulatory body newsletters and bulletins. The advisements summarized the project and identified survey timelines and contact information ([Appendix D](#)).

A media release, distributed to 21 community newspapers across the province, announced the project and invited primary health care providers to complete and return the survey ([Appendix E](#)). The media release resulted in two articles within the province: “The Yarmouth Vanguard” and “Le Courrier de la Nouvelle-Écosse.”

A reminder advisement was placed in all of the professional association newsletters and bulletins, or emailed directly to primary health care providers, reminding them to complete and return the survey ([Appendix F](#)).

A follow-up media release was sent to 21 community newspapers and radio stations (particularly French stations) across the province ([Appendix G](#)) resulting in interviews with “Radio Canada,” “The Yarmouth Vanguard,” and “The Chronicle Herald.”

#### ***5.4 The Website***

Survey responses, including names, professions, and contact information of self-identified primary health care providers, were compiled in Directory format using a Microsoft Access database. The Directory is accessible from the Nova Scotia Department of Health website (<http://www.gov.ns.ca/health/frhc>), and will be linked to the websites of various francophone and Acadian community organizations, as well as websites of the IWK Health Centre and the DHAs. The user-friendly Directory is accessible in both French and English, allowing public access to information on French speaking primary health care providers by profession, community or a combination of both fields. The Directory is to be maintained by the Nova Scotia Department of Health and updated on an annual basis.

## 6 Project Results

The following section reports the results of the survey, including the responses to the qualitative questions and the limitations of the project.

### 6.1 Survey Results

The survey was disseminated amongst 6407 primary health care professionals in Nova Scotia. A number of surveys (52) were returned due to incorrect addresses; therefore, the following statistics were tabulated using a total of 6355 surveys.

As of March 15, 2006, 1512 surveys were returned, resulting in a 24% response rate. Of these respondents, 204 indicated a willingness to be included in the Directory, which is 3.2% of surveys mailed and 13.5% of total surveys returned.

Respondents were asked to indicate their ability to provide their professional services in French, using a Likert scale from 'not at all' to 'advanced'.

Respondents were asked to rate their ability on verbal comprehension, oral interaction and written skills. The following chart shows respondents' ratings on the three types of language comprehension.

	<b>Not at all</b>	<b>Beginner</b>	<b>Intermediate</b>	<b>Advanced</b>
<b>Verbal Comprehension</b>	44.7%	32.6%	11.7%	11.0%
<b>Oral Interaction</b>	50.4%	31.0%	8.8%	9.7%
<b>Written</b>	47.2%	33.0%	12.4%	7.4%

Question two asked respondents if they were comfortable enough with the French language to be able to provide their professional services in French; 13.8 percent of respondents advised that they were comfortable providing their

services in French. Question three asked respondents if they were willing to be included in the Directory; 13.5 percent of respondents indicated that they were willing to be included in the Directory. A small percentage (0.3%) of respondents were comfortable providing their services in French, but unwilling to be included in the Directory. The reasons for non-involvement in the Directory are discussed in the limitations section.

Respondents were also asked whether they were uncomfortable providing professional services in French although they were able to communicate in French; 13.9% of respondents indicated that they were uncomfortable providing professional services in French, although they were able to communicate in French. These respondents rated themselves as having a beginner or intermediate ability to provide services in French, and requested French language refresher courses, particularly with medical and dental terminology.

Respondents willing to be included in the Directory were asked to complete their contact information and indicate which health service they provided. The following chart indicates the number of different professionals included in the Directory.

<b>Profession</b>	<b>Amount</b>	<b>Profession</b>	<b>Amount</b>
Chiropractors	11	Optometrists	17
CCAs	22	Pharmacists	29
Dental Assistants	1	Physicians	19
Dental Hygienists	21	Physiotherapists	8
Dentists	18	Psychologists	5

Dieticians	8	RNs	12
LPNs	13	Social Workers	7
Occupation Therapists	13		

## 6.2 *Qualitative Responses*

The survey included an open ended question and a comments section, both requiring written responses. The responses were coded into themes according to the principles of grounded theory (Glaser and Strauss, 1967). In response to the question ‘How can the Réseau pour les services de santé en français – Nouvelle-Écosse (French Language Health Network – Nova Scotia) help improve your ability to provide your professional services in French?’ over 550 responses were received. The general themes that emerged are as follows:

- Nine percent of respondents did not answer the question but simply stated their French language capacity. Two percent indicated they had bilingual staff in their offices that provide translation services for clients.
- Eleven percent of respondents commented on the project as a whole: two percent had positive comments (i.e., ‘I think this survey is an excellent idea’) while seven percent were not interested in the project (i.e., ‘I don’t have any French speaking clients’ and ‘not at all – I’m too old!’).
- Two percent of respondents offered no suggestions to the question on how Réseau Santé could assist them in improving their ability to provide French health care services (i.e., ‘not sure’ or ‘I don’t know’).
- Five percent of respondents suggested that Réseau Santé provide information on French language services; by example, the creation of the directory (i.e., ‘provide me with a directory so that I can utilize this resource and provide information from it to my clients’ and ‘provide

- information about French speaking professionals in the community that I can refer patients to’).
- Thirteen percent of respondents requested assistance with translation, such as finding translators (1%), the translation of their written material into French, for public use (2%) and a translated list of common medically specific terms (9%, i.e., ‘medical terminology in French’ and ‘provide French terminology for dentistry-related terms’).
  - Fifty-four percent of respondents requested assistance with language training. Thirty five percent of these requests were for French lessons specific to health care professionals. Twelve percent of respondents suggested that financial compensation/assistance for language training be provided by Réseau Santé or their employer. Ten percent of respondents suggested the following types of training: French Immersion (4%), onsite training (2%), night classes (3%) and self-study options such as audiotape, computer programs and Telehealth (4%). Two percent of the overall respondents requested that Réseau Santé provide practice or mentorship opportunities for using French in the workplace.

Over 50 responses were received to the ‘Comments’ section of the survey, the majority indicating positive support for the project (i.e., ‘Good idea’, ‘It’s about time’ and ‘Quelle excellente idée! Merci!’).

### **6.3 Limitations**

Limitations of this project include the definition of primary health care, survey response rates, respondent participation in the directory, and working with professional associations/regulatory bodies.

### **6.3.1 Definition of Primary Health Care Services**

Although the definition of primary health care is generally consistent across the health care sector, the services that are included within primary health care often vary. Health Canada and the Nova Scotia Department of Health have similar definitions of primary health care, but include different services within their scope of primary health care. For the purpose of this project, primary health care consists of health care professionals working within community health care settings, with the exception of the IWK Health Centre, as previously discussed. It excluded those working in hospitals, institutions, and long term care facilities. These parameters were set by the Director of Primary Care, at time of project development.

Professional associations/regulatory bodies were asked to limit survey dissemination to professionals working in primary health care as defined above. However, their definition of primary health care was not always the same as the definition used in this project and therefore, there were some challenges in determining which of their members should receive the survey.

### **6.3.2 Response Rate**

In general, a respondents' vested interest in a survey is a major factor in survey response rates. The importance of French language health care services may not have been as equally appreciated by English speaking respondents, and thus the response rate for this population is understandably lower.

The overall response rate to the survey was 24%. There was a total of 204 French speaking respondents, represented 13.5% of the response rate.

### **6.3.3 Respondent Participation in the Directory**

There were certain external factors affecting respondent participation in the Directory.

A number of physicians indicated that they were not accepting new patients and therefore claimed that including their name on the Directory would be misleading to French speaking patients requiring their services. This was particularly true in specific areas of the province such as the South West DHA.

Several Continuing Care agencies were concerned that including the name of an individual CCA on the Directory would give the impression that the public could hire an individual CCA. Therefore, the contact information listed in the Directory for each CCA is the employing agency, and not private contact information. The agencies indicated that where possible, French speaking clients were matched with French speaking CCAs.

Clients of the IWK Health Centre are not able to request a specific IWK health care professional. Therefore, the IWK Health Centre is listed on the Directory with the caveat that, where possible, French speaking clients will be matched with French speaking service providers.

Several respondents with the ability to provide health care services in French were excluded from the Directory as they did not fall under the project description of primary health care defined within the parameters of this project, despite their willingness to be part of the Directory. These respondents

represented service providers in correctional institutions and universities, and medical specialists.

#### **6.3.4 Working with Professional Associations/Regulatory Bodies**

The collaboration with professional associations/regulatory bodies on this project was overwhelmingly positive, although some challenges were noted in relaying information to their respective members. This may have impacted response rates.

## **7 Recommendations**

Several recommendations have emerged from the process of completing the Directory of French Speaking Primary Health Care Providers in Nova Scotia. Recommendations from the project are intended for French speaking health care professionals, the Réseau pour les services de santé en français – Nouvelle-Écosse, the District Health Authorities and the Nova Scotia Department of Health.

### ***7.1 Promote an Active Offer of Services***

The availability of French health care services is not identified in medical and dental offices, clinics and hospitals in Nova Scotia. The Consultative Committee for French-Speaking Minority Communities Co-Chair Hubert Gauthier emphasized the concept of an ‘active offer of services,’ which invites clients to openly and unambiguously use the language of their choice in person-to-person communications, on the telephone, by letter and when using the Internet. An ‘active offer of services’ may include answering the telephone with “Bonjour,” and nametags and/or signage identifying French speaking health care professionals. An ‘active offer of services’ fosters a comfortable environment where Francophones can express their needs in their own language (Report to The Standing Senate Committee on Social Affairs, Science and Technology, 2001). The 2002 FANE report recommends that French signage and posters promoting the availability of French services be placed in waiting areas, health centres, hospital centres and specialized care centres. Société santé en français has created material promoting an active offer of services and these will be made available to primary health care providers and institutions providing primary health care services. The Office of Acadian Affairs is in the process of developing

materials for provincial government departments, to increase the active offer of French language services throughout the province. The Government of Canada also has materials available online through the Official Languages Branch of the Public Services Human Resources Management Agency of Canada ([http://www.hrma-agrh.gc.ca/ollo/index-sm\\_e.asp](http://www.hrma-agrh.gc.ca/ollo/index-sm_e.asp)).

Therefore, the recommendation is: identify available French health care services in medical and dental offices, clinics and hospitals in Nova Scotia through ‘an active offer of services’.

## ***7.2 Address Comments by Survey Respondents***

The survey included an open-ended question asking how the Réseau pour les services de santé en français – Nouvelle-Écosse could help improve respondents’ ability to provide professional services in French. As previously discussed in the results section, respondents primarily requested French language training and/or upgrading to increase their capacity. Increased French language capacity could result in an increase in the number of French language services available to the French speaking community.

Therefore, the recommendation is: the Réseau pour les services de santé en français – Nouvelle-Écosse address comments issued by survey respondents, with particular consideration to opportunities for French language training for health care professionals.

### ***7.3 Include Other Primary Health Care Professions***

The current Directory includes occupations encompassed by the Nova Scotia Department of Health's definition of primary health care, described as the first point of contact for individuals with the health care system and the first element of the continuing care process. Included in this definition are:

- prevention, diagnosis and treatment of common illnesses or injury
- support for emotional and mental health
- ongoing management of chronic conditions
- advise on self care
- ensuring healthy environments and communities
- coordination for access to other services and providers (Nova Scotia Department of Health 2004-2005 Business Plan)

Future initiatives may consider expanding the current Directory to include such health care professions as paramedic and rehabilitation services, as a means of increasing the Directory's effectiveness to the DHAs and French speaking consumers.

Therefore, the recommendation is: expand the definition of primary health care professions to broaden the scope of services included in future Directories.
---

### ***7.4 Include Professions beyond Primary Health Care***

The current Directory does not include health care professionals who work outside the scope of primary health care. It is important that the Department of Health consider including hospital and continuing care health care professionals

in future Directories to further increase access to French language health care services. Future Directories could include those professionals who work in emergency rooms, maternity care and palliative care, for example. This would also address one of the difficulties experienced when creating the Directory; that is, missing those health care professionals who provide primary health care within tertiary and acute care settings.

Therefore, the recommendation is: a) expand the directory to include professionals who offer services beyond primary health care and b) expand the directory to include professionals who offer primary health care services but who work in an acute setting.

### ***7.5 Include all District Health Authorities***

The current Directory includes information from the six District Health Authorities with large francophone populations (Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley) and the IWK. Including all nine DHAs in future Directories would broaden the geographic representation of service providers across Nova Scotia and simplify the process of retrieving accurate membership information for professional associations/regulatory bodies.

Therefore, the recommendation is: expand future Directories to include all nine District Health Authorities.

## *7.6 Update the Directory*

The Directory of French Speaking Primary Health Care Providers requires annual updates to ensure that data on the Directory stays current and complete. Ongoing maintenance of the directory could be established through a collaborative effort between the Department of Health and the 16 professional associations/regulatory bodies. It is suggested that each profession engage in a process to identify French speaking primary health care providers within their membership. One method could be the inclusion of questions on membership registration and annual renewal forms such as 'Are you able to provide your professional services in the French language?' and 'Are you willing to have your name included in the Directory of French Speaking Primary Health Care Providers?' A short description of the Directory (or a link to the website) could also be included to clarify that only members working in primary health care need participate.

If such a collaborative partnership were established, the professional associations/regulatory bodies could gather French language information from health care professionals on an annual basis. The Department of Health could provide the technical support and other supports required to enter the names onto the database.

Therefore, the recommendation is: develop a process between the Department of Health and the 16 professional associations/regulatory bodies to ensure the annual collection of the names and contact information of French speaking members from the professional associations/regulatory bodies.

## **8 Project Evaluation**

An evaluation of the project has been conducted by an independent, external evaluator. An evaluation report, detailing evaluation methods, results, key findings, and recommendations is available by contacting the Health Care Human Resource Sector Council at [info@hcsc.ca](mailto:info@hcsc.ca) or Réseau Santé - Nouvelle-Écosse at [reseau@reseausanteNE.ca](mailto:reseau@reseausanteNE.ca)

## 9 Appendix A: Initial Correspondence

### **Important New Project: Directory of French Language Capacity Among Primary Health Care Providers in Nova Scotia--- *Répertoire des professionnels de la santé en soins primaires Nouvelle-Écosse***

There are currently 37,000 individuals in Nova Scotia who use French as their first or maternal language. Despite these numbers, very few of these individuals are able to access health care services in French.

In an attempt to improve access to French language primary health care services within the province, Réseau pour les services de santé en français – Nouvelle-Écosse (*French Language Health Network – Nova Scotia*), representing various francophone community groups, and the Nova Scotia Department of Health, are currently developing a **DIRECTORY of the French speaking health care professionals** working in the delivery of primary health care services. In particular, six District Health Authorities have been identified based on their high francophone populations: Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley.

The directory will list, by profession, the health care professionals who are able and willing to provide their services in the French language. The directory will allow French speaking Nova Scotians to locate French speaking health care professionals in their area. It will be easily accessible via the Department of Health website, and will be linked to the websites of various Acadian and francophone community organizations and District Health Authorities. The website will include eighteen different primary health care professions and will identify name, occupation, location, specific services and contact information. The website will be updated on an annual basis.

In order to identify all of the health care professionals who are able to provide their professional services in French, we are currently developing a survey which will be distributed among the various professionals within the 6 identified District Health Authorities in the fall of 2005. Only individuals working in primary health care will be surveyed; that is, health care professionals who provide the first point of contact for a patient with the health care system. This includes professionals working in community settings, but not those working in hospitals, institutions or continuing care facilities.

At this time we are advising the Regulatory Bodies, Professional Associations and District Health Authorities of the upcoming survey, and are asking for your consent to contact your membership. **We are requesting your support of this project by either:**

- 1) granting us access to your membership list so that we may send a survey directly to each member, or
- 2) allowing us to prepare the survey for mail out and requesting that you address the envelopes. In this way we will not require access to your membership list.

Written consent will be obtained from all members who agree to have their name included in the directory.

An objective of this project is to raise awareness of the availability of French language services in primary health care in this province. Therefore, we are also asking if you could include information about the survey and the directory in your regular newsletter or bulletin. We will provide you with a sample publicity brief.

Funding for this project was obtained from the Primary Health Care Transition Fund (OLMC envelope) through Health Canada by the Réseau pour les Services de santé en français – Nouvelle Écosse. It is being managed by the Health Care Human Resource Sector Council of Nova Scotia, and completed by the Centre for Organizational Research and Development (COR&D) at Acadia University. COR&D is a university research centre which addresses the human resource challenges of organizations. It specializes in creating surveys that meet the unique needs of individual organizations. The expected date of completion on this project is March, 2006.

**Please contact me at your earliest possible convenience** to discuss the best way to access the members of your profession who work in primary health care. I am sending this email directly to your office as a paper copy as well. If I haven't heard from you via email or phone (902-585-1671) by August 26th, I will be calling you to follow-up on this matter.

Thank you for your assistance in this important project.

Sincerely,

Audrey Kruisselbrink  
Research Assistant  
Centre for Organizational Research and Development  
24 Highland Ave.  
Box 220, Acadia University  
Wolfville, NS  
B4P 2R6  
Phone: 902-585-1671  
Fax: 902-585-1078

## 10 Appendix B: Contacts for Professional Associations and Regulatory Bodies (Fall 2005)

1. Chiropractors [www.chiropractors.ns.ca](http://www.chiropractors.ns.ca)  
Nova Scotia College of Chiropractors  
Dr. Lisa Dickson, Registrar  
c/o 615 Main St., Suite 321  
Yarmouth, NS  
B5A 1K1  
Phone: 902-521-2735 or 902-749-0699 (Lisa)  
Contact: Lisa Dickson - [lisadickson@eastlink.ca](mailto:lisadickson@eastlink.ca)  
Media: Erin Mackay - [erinjeanmackay@canada.com](mailto:erinjeanmackay@canada.com)
  
2. Dental Assistants [www.nsdaa.ca](http://www.nsdaa.ca)  
Nova Scotia Dental Assistants Association  
PO Box 9142, Stn. A  
Halifax, NS  
B3K 5M8  
Phone: 902-826-1922  
Contact: Lynda Foran – [Lynda.foran@von.ca](mailto:Lynda.foran@von.ca)
  
3. Dental Hygienists [www.nsdha.ns.ca](http://www.nsdha.ns.ca)  
Nova Scotia Dental Hygiene Association  
979 Mt. William Rd.  
R.R. #3  
New Glasgow, NS  
B2H 5C6  
Phone: 902-558-4502  
Contact: Rosemary Bourque - [r.b@ns.sympatico.ca](mailto:r.b@ns.sympatico.ca)
  
4. Dentists [www.nsdental.org](http://www.nsdental.org)  
Nova Scotia Dental Association  
101 – 1559 Brunswick St.  
Halifax, NS  
B3J 2G1  
Phone: 902-420-0088  
Contact: Darlene Cook – [dcooknsda@hfx.eastlink.ca](mailto:dcooknsda@hfx.eastlink.ca)

5. Dietitians/Nutritionists [www.nsdaa.ca](http://www.nsdaa.ca)  
Nova Scotia Dietetic Association  
Box 36104  
Halifax, NS  
B3J 3S9  
Phone: 902-454-2348  
Contact: Toby Barter, registrar coordinator - [btbarter@nsdassoc.ca](mailto:btbarter@nsdassoc.ca)

6. IWK – Anne Cogdon, Director of Primary Care  
Phone: 902-470-6572  
Email: [anne.cogdon@IWK.nshealth.ca](mailto:anne.cogdon@IWK.nshealth.ca)

7. LPNs [www.clpnns.ca](http://www.clpnns.ca)  
College of LPNs of Nova Scotia  
Suite 1212, Cogswell Tower  
2000 Barrington St.  
Halifax, NS  
B3J 3K1  
Phone: 902-423-8517  
Contact: Linda Robichaud - [info@clpnns.ca](mailto:info@clpnns.ca)

8. Occupational Therapists [www.cotns.ca](http://www.cotns.ca)  
College of Occupational Therapists of Nova Scotia  
6960 Mumford Rd., Suite S2  
Halifax, NS  
B3L 4P1  
Phone: 902-455-0556  
Contact: Jennifer Saunders, registrar - [admin@cotns.ca](mailto:admin@cotns.ca)  
Media: Carolyn Kelly - NSSOT - [nssot@ns.sympatico.ca](mailto:nssot@ns.sympatico.ca)

9. Opticians  
Board of Dispensing Opticians of Nova Scotia  
#234 – 5991 Spring Garden Rd.  
Halifax, NS  
B3H 1Y6  
Phone: 902-425-7928  
Contact: Bev, Admin. Assistant - works 4 days a week at 453-5545

10. Optometrists [www.nsoptometrists.ca](http://www.nsoptometrists.ca)  
Nova Scotia Association of Optometrists

100 Spence Dr.  
Dartmouth, NS  
B2V 1W5  
Phone: 902-435-2845  
Contact: Elizabeth, Admin. Assistant – [nsao@accesswave.ca](mailto:nsao@accesswave.ca)

Pharmacists [www.pans.ns.ca](http://www.pans.ns.ca)  
Pharmacy Association of Nova Scotia  
1470 Dresden Row  
Halifax, NS  
B3J 3K3  
Phone: 902-422-9583  
Contact: Patrick King, executive director - [patrick.king@ns.sympatico.ca](mailto:patrick.king@ns.sympatico.ca)

11. Physicians <http://www.acadiau.ca/>  
College of Physicians and Surgeons of Nova Scotia  
Sentry Place, Suite 300  
1559 Brunswick St.  
Halifax, NS  
B3J 2G1  
Phone: 902-422-5823  
Contact: Dr. Cameron D. Little, registrar and CEO – [clittle@cpsns.ns.ca](mailto:clittle@cpsns.ns.ca)  
Media: Bruce Thorne, Manager, Communications and Information  
Technology – [bthorne@cpsns.ns.ca](mailto:bthorne@cpsns.ns.ca)

12. Physical Therapists [www.nsphysio.com](http://www.nsphysio.com)  
Nova Scotia College of Physiotherapists  
7105 Chebucto Rd., Suite 356  
Halifax, NS  
B3L 4W8  
Phone: 902-454-0158  
Contact: Joan Ross, executive director, registrar – [ajross@ns.sympatico.ca](mailto:ajross@ns.sympatico.ca)  
Media: Cassie White - [cassie\\_white@hotmail.com](mailto:cassie_white@hotmail.com)

13. Psychologists [www.apns.ca](http://www.apns.ca)  
Association of Psychologists of Nova Scotia  
1657 Barrington St., Suite 417  
Halifax, NS  
B3J 2A1  
Phone: 902-422-9183

Contact: Kevin Rice, president - [kevin.rice@ns.sympatico.ca](mailto:kevin.rice@ns.sympatico.ca)

14. Recreation Therapists – not involved in the directory because they have no members that work in primary health care

Nova Scotia Recreation Professionals in Health [www.nsrph.com](http://www.nsrph.com)

Kendra Baldwin, president - [kendra\\_rec@hotmail.com](mailto:kendra_rec@hotmail.com)

15. Registered Nurses and Nurse Practitioners [www.crnns.ca](http://www.crnns.ca)

College of Register Nurses of Nova Scotia

Suite 600 – 1894 Barrington St.

Halifax, NS

B3J 2A8

Phone: 902-491-9744

Contact: Paula Prendergast - [PPrendergast@crnns.ca](mailto:PPrendergast@crnns.ca)

Media: Marie Dauphinee-Booth - [MDauphinee-Booth@crnns.ca](mailto:MDauphinee-Booth@crnns.ca)

16. Social Workers [www.nsasw.org](http://www.nsasw.org)

Nova Scotia Associations of Social Workers

Plaza 1881, 1891 Brunswick St., Suite 106

Halifax, NS

B3J 2G8

Phone: 902-429-7799

Contact: Susan Nasser, president - [susan.nasser@nsasw.org](mailto:susan.nasser@nsasw.org)

## 11 Appendix C: Survey

### SERVICES DE SOINS PRIMAIRES EN FRANÇAIS

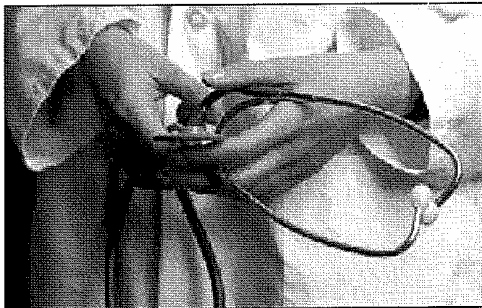
Sondage pour identifier les fournisseurs de  
soins primaires  
d'expression française en Nouvelle-Écosse

Les études révèlent qu'un manque d'accès aux soins médicaux dans sa langue maternelle peut compromettre son état de santé.

Afin d'améliorer l'accès aux services de soins en français pour les 37 000 francophones et Acadiens en Nouvelle-Écosse, on crée un RÉPERTOIRE de tous les professionnels de santé en soins primaires dans la province qui parlent français. Si vous êtes un fournisseur de soins primaires d'expression française, **il est important que vous remplissiez le sondage ci-joint pour que votre nom soit inclus dans le répertoire.**

#### Le Répertoire

Nous vous demandons de participer à cet important projet en **remplissant ce court sondage**. Afin que l'on puisse obtenir les résultats les plus détaillés, **veuillez**



**remplir et nous renvoyer le sondage même si vous ne parlez pas français.** Ce sondage volontaire a été créé pour identifier tous les fournisseurs de soins primaires d'expression française parmi 18 différentes professions en soins primaires.

À partir de ces données, nous créerons un répertoire qui fournira le nom, la profession et les coordonnées des fournisseurs de soins qui parlent français. Le répertoire sera facile d'accès à partir du site web du ministère de la Santé et sera aussi lié aux sites web de divers organismes francophones et acadiens, des régies régionales de la santé de la province et du IWK Health Centre. Le répertoire sera mis à jour annuellement.

#### Le Sondage

Grâce à la collaboration de votre association professionnelle, le sondage ci-inclus a été envoyé à chaque membre de votre profession qui:

1. Travaille en soins primaires (c.-à-d. les milieux de soins communautaires plutôt que les hôpitaux, les établissements ou les services de soins continus) et qui
2. Travaille dans l'une des 6 régies régionale de santé qui ont de fortes concentrations de populations francophones: Cap Breton, Guysborough-Antigonish Strait, Halifax, South Shore, South West et vallée de l'Annapolis, ainsi que le IWK Health Centre.

**Pour permettre les résultats les plus descriptifs possibles, veuillez renvoyer le sondage rempli, même si vous ne parlez pas français, dans l'enveloppe fournie au plus tard le 15 janvier 2006.**

Les partenaires de ce projet incluent le Réseau pour les services de santé en français - Nouvelle-Écosse le ministère de la Santé - N.-É. et le Health Care Human Resource Sector Council. Le projet est financé par le Fonds pour l'adaptation des soins de santé primaire (enveloppe des CMLO) de Santé Canada. Le sondage est mené par le Centre for Organizational Research and Development de l'université Acadia.

**Si vous avez des questions, veuillez téléphoner Audrey Krusselbrink du Centre au 902-585-1671 .**



29192

**SONDAGE pour identifier les fournisseurs de soins primaires d'expression française**

Veillez répondre aux questions suivantes, même si vous ne parlez pas français. Pour permettre les résultats les plus descriptifs possibles, veuillez renvoyer le sondage rempli dans l'enveloppe fournie, même si vous répondez "Incapable" ou "Non".

1. Veuillez indiquer votre capacité de fournir vos services en français, à la demande d'un client ou d'un patient.

	Incapable	Débutant	Intermédiaire	Avancé
a) Compréhension verbale (comprendre le français)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Interaction orale (parler français)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Compréhension de l'écrit (écrire/lire le français)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Je me sens suffisamment à l'aise en m'exprimant en français pour fournir mes services en français:

Oui  Non

3. J'accepte que mon nom, mon adresse au travail et mon numéro de téléphone soient inclus dans le Répertoire des professionnels de la santé en soins primaires d'expression française en Nouvelle-Écosse (tel que décrit dans la lettre ci-jointe):

Oui  Non

4. Êtes-vous capable de communiquer en français, mais vous ne vous sentez pas suffisamment à l'aise pour offrir vos services en français?

Oui  Non

5. Comment le Réseau pour les services de santé en français - Nouvelle-Écosse (Société Santé en français - Nouvelle-Écosse) peut-il vous aider à améliorer votre capacité de fournir vos services en français?

\*Si vous avez répondu "Non" aux questions 2 et 3, le sondage est terminé. Veuillez renvoyer le sondage dans l'enveloppe ci-jointe.

\*Si vous avez répondu "Oui" aux questions 2 et 3, veuillez signer la déclaration de consentement ci-dessous et remplir la page suivante.

Je, soussigné (e) accepte que mon nom, mon adresse et mon numéro de téléphone au travail soient inclus dans le Répertoire des professionnels de la santé en soins primaires d'expression française en Nouvelle-Écosse. Je comprends qu'en donnant mon consentement, les clients/patients potentiels pourraient solliciter mes services en français.

Signature \_\_\_\_\_

Suite au verso...



29192

6. Coordonnées (comme elles paraîtront dans le répertoire):

Nom: \_\_\_\_\_  
Adresse au travail: \_\_\_\_\_  
Numéro de téléphone au travail: \_\_\_\_\_

7. Quelle profession de santé exercez-vous?

- |                            |                       |                             |                       |
|----------------------------|-----------------------|-----------------------------|-----------------------|
| Chiropraticien/ne          | <input type="radio"/> | Opticien/ne                 | <input type="radio"/> |
| CCA, PCW ou HSW*           | <input type="radio"/> | Optométriste                | <input type="radio"/> |
| Assistant/e dentaire       | <input type="radio"/> | Pharmacien/ne               | <input type="radio"/> |
| Hygiéniste dentaire        | <input type="radio"/> | Médecin                     | <input type="radio"/> |
| Dentiste                   | <input type="radio"/> | Physiothérapeute            | <input type="radio"/> |
| Diététiste/Nutritionniste  | <input type="radio"/> | Psychologue                 | <input type="radio"/> |
| IAA (LPN)                  | <input type="radio"/> | Ludothérapeute              | <input type="radio"/> |
| Infirmier/ère praticien/ne | <input type="radio"/> | Infirmier/ère immatriculé/e | <input type="radio"/> |
| Ergothérapeute             | <input type="radio"/> | Travailleur/se social/e     | <input type="radio"/> |

\*Services de soins continus, services à la personne ou soins à domicile

8. Dans quelle régie régionale de santé ou le IWK Health Centre travaillez-vous?

- |                               |                       |                       |                       |
|-------------------------------|-----------------------|-----------------------|-----------------------|
| Cap Breton                    | <input type="radio"/> | Vallée de l'Annapolis | <input type="radio"/> |
| Guysborough-Antigonish Strait | <input type="radio"/> | Cumberland            | <input type="radio"/> |
| Capital Health                | <input type="radio"/> | Colchester East Hants | <input type="radio"/> |
| South Shore                   | <input type="radio"/> | Pictou                | <input type="radio"/> |
| South West                    | <input type="radio"/> | IWK Health Centre     | <input type="radio"/> |

Merci de votre temps. Veuillez nous renvoyer le sondage rempli dans l'enveloppe fournie.

Commentaires:

# Health Care Services in French

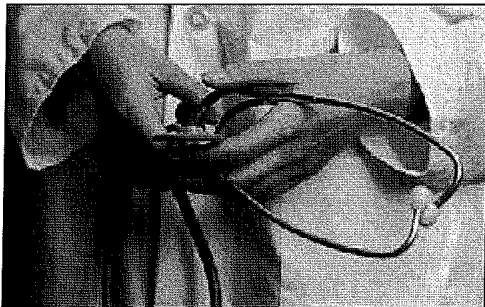
## A Survey to Identify French Speaking Primary Health Care Providers in Nova Scotia

Research shows that an inability to receive medical attention in your first language can compromise your health care situation.

In order to improve access to French language health care services for the 37,000 francophone and Acadian Nova Scotians, a DIRECTORY of all French speaking health care professionals working in primary health care within Nova Scotia is being developed. If you are a French speaking primary health care professional, it is important that you complete the following survey and have your name included in the directory.

### The Directory

We are asking for your participation in this important project by completing the following short survey. In order to obtain the most comprehensive survey results,



**Even if you DO NOT speak French, it is still important that you complete the survey. Your non-response cannot be assumed to mean that you do not speak French.**

**please complete and return the survey even if you do not speak French.** The following voluntary survey has been developed to identify all of the French speaking health care professionals within 18 different primary health care professions.

From this data, we will create a directory that will identify the name, occupation, and contact information of the French speaking health care professionals. The directory will be easily accessible via the Department of Health website, and will be linked to the websites of various francophone and Acadian community organizations, the IWK Health Centre and the District Health Authorities in the province. The directory will be updated on an annual basis.

### The Survey

Thanks to the cooperation of your professional association, a copy of the following survey has been sent to each member of your profession who:

1. Works in primary health care (i.e. community health care settings versus hospitals, institutions or continuing care facilities), and
2. Works in one of the 6 District Health Authorities that have high francophone populations: Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley, and the IWK Health Centre.

**In order to obtain the most comprehensive survey results, please return the completed survey in the envelope provided even if you do not speak French. Return the survey by January 15, 2006.**

Partners on this project include the Réseau pour les services de santé en français – Nouvelle-Écosse (French Language Health Network – Nova Scotia), the Nova Scotia Department of Health and the Health Care Human Resource Sector Council. The project is funded by the Primary Health Care Transition Fund (OLMC envelope) through Health Canada. The survey will be completed by the Centre for Organizational Research and Development at Acadia University.

If you have any questions, please contact Audrey Krusselbrink at the Centre for Organizational Research and Development at 902-585-1671.



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## THE SURVEY to identify French Speaking Primary Health Care Providers

Please answer the following questions, even if you do not speak French. In order to obtain the most comprehensive survey results, return this survey in the envelope provided even if you answer 'Not at all' or 'No' to the following questions.

1. Please indicate your ability to provide your professional services in French, if requested by a client or patient.

	Not at all	Beginner	Intermediate	Advanced
a) Verbal comprehension (understand French)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Oral interaction (ability to speak French)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Written (ability to write/read French)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. I am comfortable enough with the French language to be able to provide my professional services in French:  Yes  No

3. I am willing to have my name, work address and phone number included in the Directory of French Speaking Primary Health Care Providers in Nova Scotia (as described in the attached cover letter):  Yes  No

4. Are you able to communicate in French, but feel uncomfortable providing professional services in French?  Yes  No

5. How can the Réseau pour les services de santé en français - Nouvelle-Écosse (French Language Health Network - Nova Scotia) help improve your ability to provide your professional services in French?  
\_\_\_\_\_  
\_\_\_\_\_

**\*If you have answered NO to questions #2 and #3, your survey is now complete. Please return the survey in the attached envelope.**

**\*If you have answered YES to questions #2 and #3, please sign the informed consent below and complete the following page.**

I, the undersigned, consent to have my name, work address and phone number included in the Directory of French Speaking Primary Health Care Providers in Nova Scotia. I realize that by consenting, I may be contacted by patients/clients in the future who require my professional services in the French language.

Signature \_\_\_\_\_

Please turn page over ...



44068

6. Contact information (as it will appear in the directory):

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

7. Which health care service do you provide:

- |                        |                       |                      |                       |
|------------------------|-----------------------|----------------------|-----------------------|
| Chiropractor           | <input type="radio"/> | Optician             | <input type="radio"/> |
| CCA, PCW or HSW        | <input type="radio"/> | Optometrist          | <input type="radio"/> |
| Dental Assistant       | <input type="radio"/> | Pharmacist           | <input type="radio"/> |
| Dental Hygienist       | <input type="radio"/> | Physician            | <input type="radio"/> |
| Dentist                | <input type="radio"/> | Physiotherapist      | <input type="radio"/> |
| Dietician/Nutritionist | <input type="radio"/> | Psychologist         | <input type="radio"/> |
| LPN                    | <input type="radio"/> | Recreation Therapist | <input type="radio"/> |
| Nurse Practitioner     | <input type="radio"/> | Registered Nurse     | <input type="radio"/> |
| Occupational Therapist | <input type="radio"/> | Social Worker        | <input type="radio"/> |

8. Which one of the District Health Authorities (or the IWK Health Centre) do you work in:

- |                               |                       |                       |                       |
|-------------------------------|-----------------------|-----------------------|-----------------------|
| Cape Breton                   | <input type="radio"/> | Annapolis Valley      | <input type="radio"/> |
| Guysborough-Antigonish Strait | <input type="radio"/> | Cumberland            | <input type="radio"/> |
| Capital Health                | <input type="radio"/> | Colchester East Hants | <input type="radio"/> |
| South Shore                   | <input type="radio"/> | Pictou County         | <input type="radio"/> |
| Southwest                     | <input type="radio"/> | IWK Health Centre     | <input type="radio"/> |

Thank you for your time. Please return the completed survey in the attached envelope.

Comments:

## 12 Appendix D: Advisement for Newsletters

### CAN YOU SPEAK FRENCH?

There are currently 37,000 individuals in Nova Scotia who use French as their first or maternal language. Despite these numbers, very few of these individuals are able to access health care services in French. In order to improve access to French language health care services within the province, a DIRECTORY is being developed of the primary health care professionals who are able to provide their services in the French language, if requested by a client or patient. The directory will include 18 different primary health care professions and will be easily accessible via the Department of Health website.

A survey has been developed that will identify the primary health care professionals who are able to provide their services in French. If you are a French speaking health care professional, it is important that you complete the survey and have your name included in The Directory of French Speaking Primary Health Care Providers in Nova Scotia. Research shows that an inability to receive medical attention in your first language can compromise your health care situation.

Thanks to the cooperation of your professional association, a copy of the survey is already being sent out to each member of your profession who:

- 1) works in primary health care (i.e. community health care settings versus hospitals, institutions and continuing care facilities) and
- 2) works in one of the 6 District Health Authorities that have high francophone populations: Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley, and the IWK Health Centre.

If you work in primary health care in one of the above 6 District Health Authorities or the IWK Health Centre and have not received a copy of our survey by October 30, 2005, please contact us at the Centre for Organization Research and Development, Acadia University in Wolfville, NS (902-585-1671) and we will send one out to you.

Partners on this project include Réseau pour les services de santé en français – Nouvelle-Écosse (*French Language Health Network – Nova Scotia*), the Health Care Human Resource Sector Council and the Nova Scotia Department of Health.

## 13 Appendix E: Press Release

**The following is an article submission regarding French language health care services in Nova Scotia. Please find both a short *and* more detailed version of the same information.**

For Immediate Release:

### DO YOU SPEAK FRENCH AND WORK IN PRIMARY HEALTH CARE?

Research shows that an inability to receive medical attention in your first language can compromise your health care situation. In order to improve access to French language health care services for the 37,000 francophone and Acadian Nova Scotians, a DIRECTORY of all French speaking health care professionals working in primary health care within Nova Scotia is being developed. The directory will include 18 different primary health care professions and will be easily accessible via the Department of Health website.

A survey has been developed that will identify the primary health care professionals who are able to provide their services in French. If you are a French speaking primary health care professional, it is important that you complete the survey and have your name included in The Directory of French Speaking Primary Health Care Providers in Nova Scotia. For the purposes of this project, 'primary health care professional' includes those who work in community health care, and not those who work in hospitals, institutions or continuing care facilities.

If you speak French and provide community health care in one of the following professions (Registered Nurses, LPNs, Nurse Practitioners, Physicians, Social Workers, Dentists, Dental Assistants, Dental Hygienists, Optometrists, Opticians, Physiotherapists, Occupational Therapists, Recreational Therapists, Psychologists, Nutritionists, Chiropractors, Continuing Care Assistants and Pharmacists) please remember to complete and return the survey that has recently been mailed to you, with the cooperation of your professional association, by November 30, 2005.

If you work in primary health care and have not received a copy of our survey by November 30, 2005, please contact us at the Centre for Organization Research and Development, Acadia University in Wolfville, NS (902-585-1671) and we will send one out to you.

Partners on this project include Réseau pour les services de santé en français – Nouvelle-Écosse (*French Language Health Network – Nova Scotia*), the Health Care Human Resource Sector Council and the Nova Scotia Department of Health.

For more information:

Audrey Kruisselbrink  
Centre for Organizational Research and Development  
Acadia University  
902-585-1671

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For Immediate Release:

#### DO YOU SPEAK FRENCH AND WORK IN PRIMARY HEALTH CARE?

Do you speak French and work in primary health care? A directory or data base is being created of the French speaking primary health care providers in Nova Scotia. For the purposes of this project, 'primary health care professional' includes those who work in community health care, and not those who work in hospitals, institutions or continuing care facilities.

If you speak French and provide community health care in one of the following professions (Registered Nurses, LPNs, Nurse Practitioners, Physicians, Social Workers, Dentists, Dental Assistants, Dental Hygienists, Optometrists, Opticians, Physiotherapists, Occupational Therapists, Recreational Therapists, Psychologists, Nutritionists, Chiropractors, Continuing Care Assistants and Pharmacists) please remember to complete and return the survey that has recently been mailed to you, by November 30, 2005. If you have not received a copy of our survey in the mail by November 30, 2005, please contact us at the Centre for Organization Research and Development, Acadia University in Wolfville, NS (902-585-1671) and we will send one out to you.

-30-

For more information:

Audrey Kruisselbrink  
Centre for Organizational Research and Development  
Acadia University  
902-585-1671

## 14 Appendix F: Follow Up Reminder for Newsletters

### DID YOU RETURN YOUR SURVEY?

Within the last few months you may have received a survey regarding the Directory of French Speaking Primary Health Providers Project. The survey was developed to identify all of the primary health care professionals who are able to provide their services in French. From this data, we will be creating a directory or database that will identify the name, occupation and contact information of French



speaking primary health care providers. This directory will improve access to French language health care services for the 37,000 French speaking Nova Scotians.

In collaboration with your professional association, we have mailed surveys to all of the primary health care professionals within the 6 District Health Authorities of Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley. If you are a French speaking primary health care professional in one of the above 6 DHAs, **it is important that you complete the survey** and have your name included in The Directory of French Speaking Primary Health Care Providers in Nova Scotia.

Please remember to return your survey as soon as possible. In order to obtain the most comprehensive survey results, **please complete and return the survey even if you do not speak French**. If you work in primary health care in one of the above 6 District Health Authorities and have not received a copy of our survey or have misplaced the one we sent you, please contact us at the Centre for Organizational Research and Development, Acadia University in Wolfville, NS (902-585-1671) and we will send one out to you.

## 15 Appendix G: Follow Up Press Release

**The following is an article submission regarding French language health care services in Nova Scotia.**

For immediate release:

For further information, contact:

Beth Saunders  
Health Care Human Resource Sector Council  
902-461-0871

Audrey Kruisselbrink  
Centre for Organization Research and Development  
Acadia University  
902-585-1671

### DO YOU SPEAK FRENCH AND WORK IN PRIMARY HEALTH CARE?

Do you speak French and work in primary health care? Within the last few months, you may have received a survey regarding the Directory of French Speaking Primary Health Care Providers Project. The survey was developed to identify all of the primary health care professionals who speak French. Based on the survey results, we are now creating a directory that will identify the name, occupation and contact information of French speaking primary health care providers in Nova Scotia. For the purposes of this project, ‘primary health care provider’ includes those who work in community health care, and not those who work in hospitals, institutions or continuing care facilities.

If you speak French and work in primary health care, **it is not too late to complete the survey** and have your name included in the directory. If you have already received our survey and are English speaking, **please remember to complete and return the survey even if you do not speak French**. If you work in primary health care and have not received a copy of our survey or have misplaced the one we sent you, please contact Beth Saunders, Health Care Human Resource Sector Council at (902) 463-9213 or [saunders@hcsc.ca](mailto:saunders@hcsc.ca), and one will be sent out to you.

Partners on this project include Réseau pour les services de santé en français – Nouvelle-Écosse (*French Language Health Network – Nova Scotia*), the Health Care Human Resource Sector Council and the Nova Scotia Department of Health.

## 16 Appendix H: Communication Plan

### Background

‘The Inventory of French Language Capacity Among Primary Health Care Providers in Nova Scotia’ project has been developed to improve access to French language primary health care services for Acadian and francophone Nova Scotians.

In 2002, La Fédération acadienne de la Nouvelle-Écosse (FANE) was authorized by its member organizations to make health care services a priority. Following recommendations issued by a group of provincial Francophone community leaders brought together by the Population and Public Health Branch of Health Canada, FANE launched the Provincial Community Consultation Project on access to health care services in French in Nova Scotia. The goal was to set out key directions to pursue in terms of health care services available in French in Nova Scotia.

Following regional consultations, 44 representatives from the Acadian and Francophone communities of Nova Scotia participated in a provincial forum held in 2002. Represented were Nova Scotia Department of Health, Health Canada, Canadian Heritage, Office of Acadian Affairs NS, Nova Scotia’s Francophone training institutions, the Forum Santé en français, and la Fédération acadienne de la Nouvelle-Écosse.

Aimed at reinforcing the community’s capability in the prevention and treatment of health problems, key initiatives proposed for the political decision-makers included:

- raising the awareness of the public, the authorities and political leaders on the importance of access to health care services in French;
- community involvement in the development of strategies and mechanisms for improving access to health care services in French; and
- access to relevant information and resources promoting health for all ages will benefit everyone. A well-informed public is less at risk.

In response to the strong and collaborative directions set out in its studies, consultations and annual provincial forums, the *Réseau pour les services de santé en français – Nouvelle Écosse (French Language Health Network – Nova Scotia)* and the Nova Scotia Department of Health have proposed to embark on an inventory to identify what primary health services are offered in the French language in Nova Scotia. The results of this inventory will be integrated with existing systems to inform the Francophone community and improve access to services in the future. Outcomes of the project will also inform current initiatives under Primary Health Care Renewal, to ensure French language services are part of implementation.

It is with the findings of this *Inventory* and the *Préparer le Terrain / Setting the Stage* project that a situational analysis of existing services offered will be developed and the identification of needs to improve access to French language health service to meet the needs of the Acadian and Francophone community will be presented to the Department

of Health and District Health Authorities for inclusion into their business and strategic plans.

The *Inventory of French Language Capacity Among Primary Health Care Providers in Nova Scotia* project is being managed by the Health Care Human Resource Sector Council of Nova Scotia, and completed by the Centre for Organizational Research and Development (COR&D) at Acadia University. The ‘Setting the Stage’ project was awarded to Pyra Management Consulting Services Inc.

### Objective

The objectives of the project will support the objectives of the Primary Health Care Transition Fund (PHCTF) and the Official Language Minority Communities (OLMC) envelope.

Objectives of the project include:

- Development and implementation of a survey across occupations within primary health care to identify employees with capacity to provide services in the French language.
- Development and implementation of a communication strategy that will maximize participation in the survey and promote awareness of project objectives.
- Compilation of results of the survey findings in a database for integration with Department of Health systems and incorporation in the ‘directory’ of French language services available to health care clients.

The key objective of this communication plan is to maximize survey participation among primary health care providers within the 6 designated District Health Authorities – Cape Breton, Guysborough-Antigonish Strait, Capital, South Shore, South West and the Annapolis Valley. The designated District Health Authorities are those that have high francophone populations.

The goal of the survey is to identify primary health care professionals in Nova Scotia who are able to provide services in the French language. The results of the survey will be used to compile a directory that will identify the name, occupation, location and contact information of French speaking health care professionals.

Greater participation in the survey will result in a more complete and accurate directory. Due to the low return rate of most surveys, an effective communication strategy will increase the rate of return. Although each member working in primary health care within the 18 professions should receive a survey, the importance of returning the survey will need to be emphasized in the communication strategy.

The 18 primary health care professions included in the project are: Registered Nurses, LPNs, Nurse Practitioners, Physicians, Social Workers, Dentists, Dental Assistants, Dental Hygienists, Optometrists, Opticians, Physiotherapists, Occupational Therapists,

Recreational Therapists, Psychologists, Nutritionists, Chiropractors, Continuing Care Assistants and Pharmacists.

It is also important that primary health care providers are aware of the existence of the project, the objectives of the project, the importance of completing the survey and the resulting directory that will be established, so that they can advise future patients/clients of its existence.

### Target Audiences

The target audiences for communication include:

#### ***The Partners....***

*Réseau pour les services de santé en français - Nouvelle-Écosse (Réseau Santé)*

*Le Fédération acadienne de la Nouvelle-Écosse (FANE)*

*The Nova Scotia Department of Health*

*Six District Health Authorities (DHAs) and the IWK Health Centre*

*Regulatory Bodies* for the primary health care occupations

*Community Organizations* (e.g., Fédération des Femmes acadiennes de la Nouvelle-Écosse, Regroupement des aînés de la Nouvelle-Écosse, Association des juristes d'expression française de la Nouvelle-Écosse)

#### ***The Project Team....***

*The Project Committee* comprised of representatives of the Réseau Santé, FANE, the Department of Health, DHA and regulatory bodies will portray the community, government, and service provider perspectives to provide overall project direction and oversight.

*The Health Care Human Resource Sector Council (HCHRSC)*

*The Centre for Organizational Research and Development* at Acadia University

*A qualified, independent evaluator*

#### ***Other Audiences....***

*Health care professionals* serving the communities involved

*Health care training institutions*

*General public*

*A qualified, independent evaluator*

### Communication Strategy

We will attempt to maximize participation in the survey through the following means:

1. **Regulatory Bodies/Professional Associations:** Initial contact will be made by email, letter and phone calls to 17 of the professions included in the project (Continuing Care Assistants do not have a professional association or regulatory body). They will be advised of the project and asked to assist us in determining which members work in primary health care within the 6 DHAs. They will also be asked to either share their membership list with us so that we can send a survey directly to their members, or to take our complete survey package and address it to their members themselves, so that we do not require access to their membership list. This option will address any concerns about the confidentiality of the membership list.
2. **Employers of Continuing Care Assistants (CCAs):** Because CCAs do not have a mandatory regulatory body, we will attempt to contact the CCAs (including Home Support Workers and Personal Care Workers) through their employers. We will be contacting the Home Support Agencies within the 6 DHAs to see if they can determine which of their staff have the ability to provide services in French. We will also try to contact CCAs through their non-mandatory registry.
3. **Professional Newsletters:** We will prepare a publicity brief about the project and request that the professional associations include information about the project and the upcoming survey in future newsletters or bulletins.
4. **Media campaign:** Media releases have already been distributed by the Réseau regarding the project. Local papers in the six DHAs will also be sent a publicity brief about the survey and the importance of completing and returning the survey.
5. **Setting the Stage project:** Regular communication will be maintained between the Inventory project team and the Setting the Stage project team to ensure that there is no duplication in research and to ensure that the two projects are able to assist one another and share information, when applicable. Status reports will be exchanged between the project teams as a means of updating status and activities. Beth Saunders of the Health Care Human Resource Sector Council and Jim Pyra of Pyra Management Consulting Services serve as project managers on the respective projects.
6. **Paul d'Entremont, Réseau pour les services de santé en français - Nouvelle-Écosse (Réseau Santé),** is project sponsor and acts as primary liaison between Réseau Santé and the Health Care Human Resource Sector Council. Beth Saunders is acting as project manager for the Health Care Human Resource Sector

Council and acts as a liaison between Réseau Santé and the Centre for Organizational Research & Development (COR&D), Acadia University, who is carrying out the research.

<b>KEY COMMUNICATIONS ACTIVITIES</b>						
<b>Item</b>	<b>Project Objective/Deliverable</b>	<b>Target Audience</b>	<b>Key Message</b>	<b>To be prepared by</b>	<b>To be delivered by</b>	<b>Target Date</b>
Develop communications plan (including participation in relevant newsletters, conference presentations, community groups, etc.)  Tie in with Setting the Stage	Develop & carry out a communication strategy to maximize participation in survey, promote awareness of project objectives  Tie in objectives of Project with Setting the Stage	Project Committee, Project Partners, HCHRSC, Setting the Stage, Research Team	- Strategy to ensure community buy-in & involvement in the development of an inventory of the availability of public health care services in French  - awareness of Setting the Stage	Project Committee, HCHRSC	Project Committee, Partners, HCHRSC/ CORD	June 1 - 30
Public launch of project within health care & across communities (community media activities)  Tie in with Setting the Stage		DHAs, regulatory bodies, primary health care providers, Francophone communities	- To promote the the project & directory to service providers & Francophone communities - Promotion of healthy communities through access to primary health care services in French - Invitation to participate in project to ensure an accurate understanding of services available in French	Project Committee, Project Partners, HCHRSC	Project Partners – DoH & Réseau	July 1 - ongoing
Public news conference at completion of project,  Tie in with Setting the Stage		Nova Scotia Francophone communities, primary health care providers, project partners, DHAs, regulatory bodies	- Promotion of the directory - Recognize partners, participants, funders, committee members for their ongoing support of the project	Project Committee, Project Partners, HCHRSC	Project Partners – DoH & Réseau, HCHRSC/ CORD	March 13

## Evaluation

An independent evaluation will be carried out for the project. PHCTF, OLMC and Project objectives will provide the framework for all activities included in the evaluation.

The HCHRSC are currently in the process of selecting an independent project evaluator based on key criteria that includes, but is not limited to:

- Appropriateness of evaluation methods and design;
- Allocation of resources;
- Demonstrated knowledge of primary health care in Nova Scotia;
- Demonstrated extensive evaluation experience;
- Evaluator's ability to work effectively with the Project Committee, partners and project research team and participants; and
- Evaluator's ability to work effectively within a pre-determined project timeline.

Evaluation criteria will be developed early in the initiative to effectively focus on the process and the outcomes measured against the objectives. Evaluation of the process will provide feedback as the project progresses, thus enabling the team to make adjustments. Evaluation of outcomes will assess whether the project achieves its objectives within the time frame, and identify any unexpected, relevant outcomes.

A report will be prepared detailing evaluation methods, results, key findings and recommendations.

## 17 Appendix I: Responders by District and Occupation

	Annapolis	Cape Breton	Capital	Guysborough Antigonish	South Shore	South West	Other	Total
Chiropractors	3		8					11
Continuing care assistants		11	4	6		1		22
Dental assistants			1					1
Dental hygienists	2	2	8	2	3	4		21
Dentists	1	2	10		2	3		18
Dieticians		2	2		1	2	1	8
Licensed practical nurses	4	4	1	1	1	1	1	13
Occupational therapists	1	4	3			2	2	13
Optometrists	2	1	5		4	2	3	17
Pharmacists	3	4	8	2	3	8	1	29
Physicians	2	4	6	1	4	2		19
Physiotherapists			7			1		8
Psychologists			3		1	1		5
Registered nurses	1	2	5			4		12
Social workers	1	2			1	2	1	7
<b>Total</b>	<b>20</b>	<b>38</b>	<b>71</b>	<b>13</b>	<b>20</b>	<b>33</b>	<b>9</b>	<b>204</b>

Source: Lilley, S. (2006). *Inventory of Francophone Primary Health Care Providers: Evaluation Report*. Dartmouth, NS: Réseau pour les services de santé en Français Nouvelle-Écosse.

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