



# INTERPRETATION AND SUPPORT PILOT PROJECT

## PROJECT INTENTION:

For the RÉSEFAN to support the implementation of a French-language interpretation system at Qikiqtani General Hospital, either through an interpreter or via telemedicine or by telephone.

For the RÉSEFAN to work to set up a French-language support system, using both telephone and email, for making appointments, following up on medical records or travelling for medical purposes.

## PROJECT OBJECTIVE:

To increase the provision of French-language healthcare services to the Nunavut Francophone community.

## PROJECT DURATION:

3 years (April 2018-June 2021)

## INITIATIVES AND BENEFITS FOR OUR COMMUNITY:

- Implementation of a support system, in particular the hiring of an interpreter for Qikiqtani General Hospital.
- Implementation of a telemedicine or telephone interpretation pilot project for Qikiqtani General Hospital.
- Implementation of a telephone and email pilot project to support French-language appointments, medical follow-ups or travel for medical purposes.

## PARTNERS AND CONTRIBUTORS:

- Government of Nunavut Department of Health, through Qikiqtani General Hospital
- Accueil francophone (Thunder Bay)
- Can Talk

## ACHIEVEMENTS 2019-2020 :

- Worked with Qikiqtani General Hospital management to roll out the project.
- Identified and shared information on a simultaneous interpretation service provider (*Can Talk*).
- Planned a fact-finding mission to Iqaluit with the Accueil francophone from Thunder Bay in Northwestern Ontario to deliver the *L'interprétation et toi* training to healthcare professionals and to discuss with the community how to create the winning conditions to support people in the health and social services system. – *Postponed due to COVID-19*

## SUCCESS STORIES 2019-2020 :

- Finalised the [Guide de navigation des services de santé à Iqaluit – Une présentation du Réseau Santé en français au Nunavut \(RÉSEFAN\)](#) – available online and in print.



- Implemented a French-language simultaneous interpretation service by telephone, using Can Talk, at the hospital and the medical clinic.
  - \* The service can be offered by professionals, but you can request it at any time if you feel the need.
  - \* The service provider (*Can Talk*) also offers simultaneous interpretation in Inuktitut for the Inuit population.