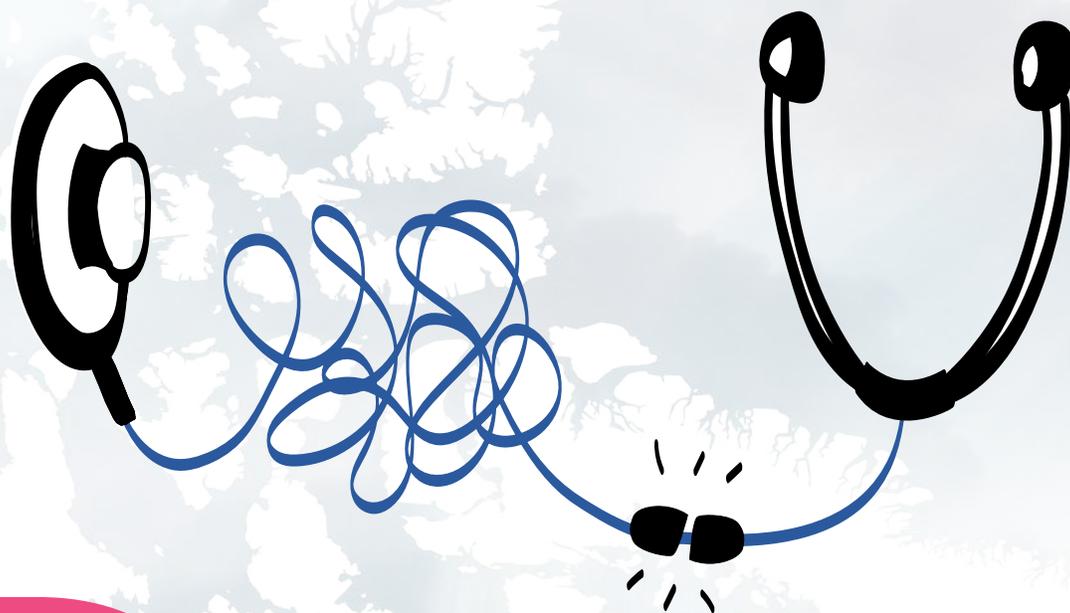




Evaluation report on the Interpretation and support project



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1

Executive Summary

BACKGROUND

RÉSEFAN retained the services of François Fortin Consultant to evaluate their project called *Interprétation et accompagnement* (Interpretation and support) which aims to increase the provision of French language health care services to the Franco-Nunavummiuq community. RÉSEFAN also asked the consultant to create a business case outlining the importance of continuing to improve and strengthen an interpretation and support service in the health industry for Franco-Nunavummiut.

METHODOLOGY

The semi-structured interviews were conducted in person and by telephone. They lasted from 30 to 60 minutes. Twelve people were interviewed for the purposes of this evaluation.

LIMITATIONS AND SCOPE OF THE EVALUATION

The aim of the evaluation was to focus on initiatives put in place by RÉSEFAN rather than on the administration and the practices within the hospital and Nunavut's Department of Health. Nonetheless, as the interests of RÉSEFAN and the Department of Health are aligned on this topic, specifically in terms of offering French language health care services, this evaluation will also put forward information gathered regarding the strengths and weaknesses of the project implemented within the Department of Health.

RÉSEFAN'S ACHIEVEMENTS

- Worked with Qikiqtani General Hospital management to roll out the project.
- Provided training on best practices in interpretation and support and by means of the training *L'interprétation et toi* (Interpretation and you) of Thunder Bay's Accueil francophone to the hospital's new Francophone Interpreter and Accreditation Officer.
- Supported training on medical terminology for the hospital's new French Language Interpreter and Accreditation Project Officer.
- Support for implementation of CanTalk, interpretation service by telephone at the hospital and to the medical clinics and public health.
- Developed, printed and reprinted the [Guide de navigation du système de santé à Iqaluit – Une présentation du Réseau Santé en français au Nunavut \(RÉSEFAN\)](#). (French only)
- Made interpretation and translation services available to the community.
- External evaluation of the project.

Upcoming :

- Provided training on best practices in interpretation and support and by means of the training *L'interprétation et toi* (Interpretation and you) of Thunder Bay's Accueil francophone to the hospital's new Inuktitut language interpreters.
- Reach an agreement with the Department to continue the provision of the services
- Create a plan for sustainability of the project (based on the evaluation report and recommendations)
- Campaign to promote the interpretation service: community evening, publicity in the Le Nunavois, publicity on Radio CFRT
- ID card project for professionals (to be confirmed)
- Other timely activities according to needs and budget.

EVALUATION

The strengths and successes of the project, as well as the weaknesses, challenges, and lessons learned are presented in points 5 and 6 of this report.

RECOMMENDATIONS

For RÉSEFAN

1. RÉSEFAN could collaborate with the hospital to ensure that documents (forms, pamphlets, information sheets, prescriptions, etc.) intended for Francophone patients are available in French, easily accessible, known and actively distributed by professionals in the hospital and in clinics.

The interpreter was called upon within the first weeks and showed their worth in serving unilingual Francophone patients or patients who prefer to be served in French with regards to their health.

- From The Project's Strengths

2. RÉSEFAN could ensure that training is offered to "unofficial" interpreters who will continue to be called upon. The new hospital French Language Interpreter and Accreditation Project Officer could possibly help with this task.

One patient who was interviewed reported gaps in the service he received during his experience: he needed to ask for the service multiple times, first at the reception, then each time he met a new professional within the system. The person with whom patients spoke did not seem to know how to involve the interpreter quickly, and the first reflex was to say that the service is not guaranteed. (...)

- From Challenges and lessons learned

3. RÉSEFAN should continue to promote the designation of bilingual positions within the Health Department.

4. RÉSEFAN could look at creating a vision or a strategy to improve access to French language health care services outside of hospital settings for private services such as physiotherapy, pharmacy, optometry, dentistry, family support, and other relevant requests by a patient.

Since its launch, CanTalk has been used for interpretation into Inuktitut and Amharic. Therefore, the system fills several needs.

- From The Project's Strengths

5. The interviews also covered the work processes and protocols for the French Language Interpreter/supporter. RÉSEFAN can share its observations and its 11 recommendations with the hospital and assist, within its capabilities, with developing procedures and processes.

The patient also confirms avoiding asking several questions concerning his situation and his treatment due to his poor grasp of English. Lastly, at any time when the interpreter was not available, CanTalk's services were not offered.

- From Challenges and lessons learned

6. Within the context of two programs wrapping up in 2023, the national program by the SSF, RÉSEFAN's main funder, as well as the Action Plan for Official Languages, Uqausivut 2.0, RÉSEFAN needs to find the funding necessary to continue its activities to support the improvement of French language health care services within the public sector. RÉSEFAN's financing for these initiatives ends in 2021, which leaves a two-year shortfall. This evaluation clearly shows the advantages of RÉSEFAN's initiatives, as well as the activities that can still be undertaken to improve the situation. The content of the report should serve as RÉSEFAN's business case and as a tool to reach out to funders in order to fill the funding gap.

PLAN FOR INFORMATION DISTRIBUTION

With a perspective of strategic alignment and reinforcing partnerships, the observations presented in this report should be shared with stakeholders who share the goal of improving French language health care services in Nunavut, specifically the management of Qikiqtani General Hospital and the public health clinic, some targeted professionals in the healthcare sector, RÉSEFAN's funding agencies and members of RÉSEFAN's Board of Directors.

CREATING A BUSINESS CASE

Ideally, translation-interpretation and support services would be temporary or complementary solutions, allowing for compensation of the unavailability of bilingual health care professionals. The optimal solution would be to have bilingual health care professionals who can provide service directly in a patient's mother tongue.

RÉSEFAN, backed by its unique expertise and its local and national network, is ready to forge partnerships with the Department of Health in order to improve the situation and to put measures in place to follow through on the Languages Commissioner of Nunavut recommendations relating to French language health care services.

2 Background



Both the consultation on the Francophone community's priorities, conducted by the Minister of Culture and Heritage in 2013, and the report on the adherence to the Official Languages Act at the Qikiqtani General Hospital, prepared by the Office of the Languages Commissioner of Nunavut in 2016, mentioned the importance of providing healthcare and social services to individuals in their mother tongue in order to reduce the risk to patient safety.

With this in mind, RÉSEFAN developed the Interpretation and support project which aims to increase the provision of French language health care services to the Franco-Nunavummiuq community.

This evaluation report was requested by RÉSEFAN who hired the services of François Fortin Consultant. Firstly, the report assesses the outcomes of the project, the results achieved, the success factors, and the challenges faced. Secondly, based on the information gathered and on additional research, the report sets out a business case outlining the importance of continuing to develop and strengthen an interpretation and support service in the health industry for Franco-Nunavummiut.

Overview of the Interpretation and support project

Project intention:

RÉSEFAN supports 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 health care services to the Franco-Nunavummiuq 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)

RÉSEFAN's Achievements

- Worked with Qikiqtani General Hospital management to roll out the project.
- Provided training on best practices in interpretation and support and by means of the training *L'interprétation et toi* (Interpretation and you) of Thunder Bay's Accueil francophone to the hospital's new Francophone Interpreter and Accreditation Officer.
- Supported training on medical terminology for the hospital's new Francophone Interpreter and Accreditation Officer.
- Support for implementation of CanTalk, interpretation service by telephone at the hospital and to the medical clinics and public health.
- Developed, printed and reprinted the Guide de navigation du système de santé à Iqaluit – Une présentation du Réseau Santé en français au Nunavut (RÉSEFAN). (French only)
- Made interpretation and translation services available to the community.
- External evaluation of the project.

Upcoming :

- Provide training on best practices in interpretation and support and by means of the training *L'interprétation et toi* (Interpretation and you) of Thunder Bay's Accueil francophone to the hospital's Inuktitut language interpreters.
- Reach an agreement with the Department to continue the provision of the services
- Create a plan for sustainability of the project (based on the evaluation report and recommendations)
- Campaign to promote the interpretation service: community evening, publicity in the Le Nunavois, publicity on Radio CFRT
- ID card project for professionals (to be confirmed)
- Other timely activities according to needs and budget.



3 Methodology

The evaluation was performed in the fall of 2020 and winter of 2021. An evaluation plan was developed by François Fortin Consultant in cooperation with RÉSEFAN.

The semi-structured interviews were conducted in person and by telephone. They lasted from 30 to 60 minutes. Twelve people were interviewed for purposes of this evaluation:

- RÉSEFAN general management.
- Three managers of similar interpretation and support programs in Canada.
- One manager from Qikiqtani General Hospital.
- Two representatives of the Division of Official Languages, Department of Culture and Heritage.
- Two representatives of the Office of the Languages Commissioner of Nunavut.
- Two health care professionals from Qikiqtani General Hospital.
- One patient.

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Limitations and scope of the evaluation

The evaluation focuses on programs put in place by RÉSEFAN rather than on the administration and the practices within the hospital and Nunavut's Department of Health. Nonetheless, as the interests of RÉSEFAN and the Department of Health are aligned on this topic, specifically in terms of offering French language health care services, this evaluation will also put forward information gathered regarding the strengths and weaknesses of the project implemented within the Department of Health. Note also that stakeholders worked closely together on this project and they all have an interest in better understanding the strengths and weaknesses that help take the new service further and sustain it.

Generally speaking, all parties consulted were very cooperative. Each person we met saw the benefit of an improved support service for patients in their native language. Though the report shows many limitations and observations for the Minister regarding the addition of the service in the hospital, it is important to remember that this is a brand-new interpretation and support service that complements the Inuktitut interpretation service. So it is not unusual that additional measures need to be taken to launch, enhance, and sustain the service.



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The Project's Strengths, Successes and Positive Outcomes

Evaluation of RÉSEFAN actions

- The collaboration with the hospital's management was positive and was strengthened within the scope of the project's launch. The quality of this relationship allowed for better accessibility and quality in terms of French language health care services in Iqaluit.
- RÉSEFAN has positioned itself as the Nunavut Department of Health's preferred community partner for serving the region's Franco-Nunavummiut.
- This relationship eventually brought about the training on best practices in interpretation and support through Thunder Bay's Accueil francophone sessions *L'interprétation et toi* for the hospital's new French Language Interpreter and Accreditation Project Officer.
- The measures taken by RÉSEFAN also led to training in medical terminology for the hospital's new French Language Interpreter and Accreditation Project Officer.
- With RÉSEFAN's help, the hospital launched CanTalk, an interpretation service by phone (also available to medical and public health clinics).
- Since its launch, CanTalk has been used for interpretation into Inuktitut and Amharic. Therefore, the system fills several needs.
- Together, the interpreter and CanTalk offer full interpretation and translation coverage, 24 hours a day, in the preferred language of members of the Franco-Nunavummiuq community.
- RÉSEFAN actively participates in the dissemination of information regarding the interpretation and support services available in French, thus ensuring that a greater number of Franco-Nunavummiut can be served in their language. The same applies to the development, printing, reprinting, and efforts to distribute the *Guide de navigation du système de santé à Iqaluit – Une présentation du Réseau Santé en français au Nunavut (RÉSEFAN)*. (French only)
- The *L'interprétation et toi* training is expected to be offered to Inuktitut interpreters. This means that RÉSEFAN's work is a benefit not only to the Franco-Nunavummiuq community, but also to the Inuit community.
- The support component will assist patients in finding their way in the complex world of the health care

system. RÉSEFAN has supported many patients in different manners, such as : guiding them by phone and email, creating and distributing health services navigation guides, supporting the training of the hospital's interpreters through teaching focused not only on the interpretation work itself but also the support work, and also taking many measures to

disseminate information about the availability and nature of the new interpretation service.

- The third-party evaluation requested by RÉSEFAN will help guide the organization's future efforts and, if shared with partners, could help improve the services offered.

Evaluation of the new French language interpretation service

- By combining the French Language Interpreter and Accreditation Project Officer responsibilities with the accreditation responsibilities, both of which are focused on the client, work standards, and satisfaction, the hospital successfully hired a full-time employee. The interpreter position on its own, which offered a smaller salary, had been previously posted twice without success.
- The people interviewed during the evaluation seemed very satisfied with the level of service given by the interpreter, who was described as giving quality service, empathetic, likeable, efficient, professional and courteous. They felt reassured, had more trust, and felt that they better understood the situation.
- Even for bilingual patients, speaking in their second language regarding their health is not as efficient. Stress related to an ailment or simply being in a hospital affects proficiency in one's second language. The interpreter helps reduce this stress, a point which is even more important in the emergency room.
- Patients definitely had a better navigation and experience within the health care system in the presence of the interpreter. Professionals also had a better understanding of the patients' situations. Though it is difficult to determine at this stage, we can assume that the interpreter can potentially reduce the time for consultations, the number of tests, and the chance of errors. The general results are more positive and, in the end, will reduce the cost of providing services and the pressures on the health care system.
- The evaluation shows that, with time, we can expect that the professionals will require interpretation services to safeguard themselves from potential errors and to ensure the services and interventions they provide are valuable and effective.
- The availability of the service is announced in a visible area at the clinic's reception desk. One client who was interviewed learned of the existence of the service from the poster at the clinic's reception desk, which allowed him to ask for French interpretation services.

- The new trained and specialized interpretation service is more appreciated by patients than the informal services sometimes offered on an ad hoc basis by the hospital's Francophone staff.
- The interpreter was called upon within the first weeks and showed their worth in serving unilingual Francophone patients or patients who prefer to be served in French with regards to their health.

Evaluation of Can Talk Phone Translation Services

- The CanTalk service seems to have been easy to implement and put in place quickly and at minimal cost.
- The telephone service can be used 24/7, thus covering those times when the new interpreter service is not available.
- CanTalk can provide services in 200 languages and dialects, including Aboriginal languages like Cree and Ojibwa, which, according to the latest census, are present in Nunavut. The immigrant population has also grown within the territory, according to the census, with Tagalog and Spanish being the two non-official languages most spoken in Nunavut. The CanTalk system can provide services to these groups.
- CanTalk can also assist in unusual special cases, like emergency landings. Since being launched in Nunavut, CanTalk's services have been used successfully in such a situation.



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Challenges and lessons learned

Evaluation of RÉSEFAN actions

- Communication between RÉSEFAN and the hospital is good, but there is always room for improvement. RÉSEFAN's role is obviously limited to within the hospital, but the two organizations share common goals, such as improving French language health care services. With its local and national network, RÉSEFAN can support the public network by sharing sound practices and promoting the role of the preferred interpreter within the health and social services community. RÉSEFAN's challenge is to make itself known as an invaluable community partner by making the hospital see the added value that the Réseau can bring to the table to advance on its priorities and action plans with Nunavut's Department of Health in official languages.
- Though this topic was not part of the original project, the evaluation highlighted the need for the Francophone community to have access to interpretation services outside of hospital settings for private services such as for physiotherapy, pharmacy, optometry, dentistry, family support, and other relevant requests by a patient. RÉSEFAN does not seem to have created a vision or strategy for its activities in this regard.

Evaluation of the new French language interpretation service

- The evaluation shows important gaps in terms of the implementation of interpretation services, which is normal given that the service is new. The fact that the service's availability could be seen on a poster at the reception desk, but the service was not actively offered. One patient who was interviewed reported gaps in the service he received during his experience: he needed to ask for the service multiple times, first at the reception, then each time he met a new professional within the system. The person with whom patients spoke did not seem to know how to involve the interpreter quickly, and the first reflex was to say that the service is not guaranteed. On the day of the appointment, the reception

desk did not know whom to call to confirm that the interpreter would be present. During the appointment, the professional was surprised to see the interpreter. The interpreter was not present throughout the entire treatment. Documents were not provided in French, and though the professionals confirmed the documents were available in French, they did not know where to find them. Throughout his medical journey, faced with so many hurdles and with his weakened state due to his treatments, the patient gave up on asking for service in French, to the detriment of his understanding of what the professional wanted to communicate. The patient also confirms avoiding asking several questions concerning his situation and his treatment due to his poor grasp of English. Lastly, at any time when the interpreter was not available, CanTalk's services were not offered.

- While it is normal that the interpretation and support services are not yet well known by health professionals, interviews with other provinces and territories showed that this will likely always be a challenge. For this reason it is important to ensure that information about the interpretation and support services be broadly distributed, and fully understood and appreciated by professionals within the health care system. The hospital, within RÉSEFAN's initiative, could hand out "ID cards" with information on how to engage the interpreter and CanTalk, which should help make the service known within the hospital. However, other initiatives could be undertaken to help professionals fully understand the worth of the service and how to properly use it.
- Experience in other parts of Canada has shown that some professionals may be reluctant to use an interpretation service. The reluctance shows a clear decline once professionals understand the risk factors related to not using the service.
- We can speculate that patients do not dare to ask. This is something noted in other provinces and territories. For this reason, it is important to actively offer the service to ensure consistently high quality service and to gain the patients' and the professionals' trust.
- To ensure the quality, reliability and longevity of the interpretation service, respecting the patient's, the interpreter's and the professional's privacy is essential. This rule is especially important in a small community like Iqaluit. Some patients will refuse the service because they know the interpreter, either personally or through other acquaintances. For this reason, the service must not be forced upon the patient.
- A single interpreter cannot cover all the needs. Though there are not many interpretation requests in Iqaluit, not all requests will be made during the interpreter's set work schedule, outside of weekends or during holidays. In this regard, setting up appointments is a challenge.
- The evaluation shows that organizing the calendar is very important to enable the required appointments and follow-ups, and to optimize the interpreter's work by aligning appointments with the interpreter's schedule. Setting up appointments in advance also allows the interpreter to proactively prepare by studying the appropriate vocabulary, studying the possible procedures, and preparing the necessary forms. The interpreter's punctuality, reliability and consistency are essential to win and maintain the patients' and professionals' confidence in the service.

- The interpreter does not yet seem to have any plans for continuing education. Like for health care professionals, setting up a plan for continuing education for interpreters would ensure that a standard of quality for the service is set and maintained.
- Experience elsewhere in Canada shows the importance of gathering qualitative and quantitative statistics regarding events requiring an interpreter. This data would show the extent of the need and the advantages for all parties involved. The information would help adjust the services to the needs, to train the parties involved, and to bring awareness to stakeholders at every level.
- Since the interpreter cannot cover every need, the hospital will continue to use unofficial interpreters (bilingual staff present on-site at the time of the event) as well as CanTalk's services. These options guarantee only a minimal service. It should be pointed out that these interpreters are not trained, are not familiar with medical vocabulary, and, when it comes to unofficial interpreters, are not recognized and have little value attributed by their workplace (interpretation not included in their job description, no pay recognition, no training plan).
- Experience in other provinces and territories shows that bilingual professionals offer the best service to patients, as it is direct and informed, and will thus always be the preferred approach.
- Iqaluit is a very culturally diverse region with a large Inuit population, followed by Anglophones, Francophones, as well as 7% immigrants hailing from all continents. Some patients feel discriminated against because of their culture or their language. Asylum seekers and temporary workers also have more difficulty accessing and understanding the health care system. Another interesting fact is that, based on experience in other provinces and territories, the majority of people who use the interpretation and support services in French are immigrants. More data is needed to better understand these issues in Nunavut, but it would seem appropriate to offer training on the intercultural approach in the healthcare setting.

Evaluation of Can Talk Phone Translation Services

- Apparently, CanTalk has not yet been used for French in Nunavut. Many reasons could explain this fact, such as the service being new, few professionals knowing of the service, few patients asking for services in French, the Francophone population being small, possibly the service not being offered actively nor rendered in an organized and efficient manner, and professionals being reluctant to use the service.
- While the evaluation was underway, the vast majority of attempts that would have been made to CanTalk's interpretation service in Inuktitut would not have been filled because the service could not find Inuktitut interpreters in time for the event. As a result, hospital staff seemed

to become hesitant to use the service. However, at least one successful use of the service has been reported.

- According to partners in other parts in Canada, CanTalk's services have some limitations. As one example, the interpreters are most often strangers to the local social context and local system, sometimes being very far away (the interpreter could be residing in Belgium, for example). Another limitation is that patients and professionals prefer in-person meetings, with videoconferences being the second choice, and interpretation by phone being the last resort.





7

Recommendations and Observations

Some recommendations will require more resources and effort than others. Consequently, they may not be implemented quickly, but we believe they should all be considered and re-evaluated periodically to determine current feasibility.

Recommendations for RÉSEFAN

RÉSEFAN could collaborate with the hospital to ensure that documents (forms, pamphlets, information sheets, prescriptions, etc.) intended for Francophone patients be available in French, easily accessible, known, and actively distributed by health professionals.

RÉSEFAN could ensure that training is offered to “unofficial” interpreters if they continue to be called upon. The new hospital French Language Interpreter could possibly help with this task.

RÉSEFAN should continue to promote the designation of bilingual positions within the Health Department.

RÉSEFAN could look at creating a vision or a strategy to improve access to French language health care services outside of hospital settings for private services such as physiotherapy, pharmacy, optometry, dentistry, family support, and other relevant requests by a patient.

The evaluation also focused on the work processes and protocols for the interpreter/supporter. RÉSEFAN can share its observations with the hospital and assist, within its capabilities, with developing procedures and processes.

Within the context of two programs wrapping up in 2023, the national program by the SSF, RÉSEFAN’s main funder, as well as the Action Plan for Official Languages, Uqausivut 2.0, RÉSEFAN needs to find the funding necessary to continue its activities to support the improvement of French language health care services within the public sector. RÉSEFAN’s financing for these initiatives ends in 2021, which leaves a two-year shortfall. This evaluation clearly shows the advantages of RÉSEFAN’s initiatives, as well as the activities that can still be undertaken to improve the situation. The content of the report should serve as RÉSEFAN’s business case and as a tool to reach out to funders in order to fill the funding gap.

Observations for the managers of Qikiqtani General Hospital

The evaluation showed that, just like for health care professionals, setting up a plan for the interpreter's continuing education would ensure that a standard of quality for the service is maintained. Here are some examples of training that seem appropriate: empathetic listening, the code of ethics for supporting patients, cross-cultural issues and approaches, the unique positioning of an interpreter in a psychiatric consultation, an interpreter's role with victims of violence, translation and inter-culturalism, the statutes and rights of migrants, anatomy, physiology. These training opportunities should also be offered to the Inuktitut interpreters. Nunavik has been hiring and training Inuktitut interpreters for many years and could be a source of collaboration or knowledge sharing.

It is important that the interpretation service be offered consistently throughout each patient's treatment process. Based on the experience of other provinces and territories, the process should include these steps:

- A meeting between the patient and the interpreter should take place before any meeting with the professional. This meeting should be the first step of a patient's medical journey.
- The interpreter should be present at each stage of the patient's treatment process, each time the patient needs to interact with a non-Francophone professional.
- The end of every medical journey should conclude with a meeting between the patient and the interpreter to ensure the patient understands the procedures and the required follow-ups, and any medicines.
- The interpreter should ensure to be present for a patient's follow-up appointment, if any.
- The interpreter should gather statistics about their involvement.

The service should ensure that a time management system is in place for appointments and reminders for follow-ups.

Evaluation forms for the professional, the patient and the interpreter should be created and handed out at the end of each encounter. A database should be created to house the statistics. An Excel file could be sufficient to start off. The information could include:

- Number of interventions and follow-up
- Client satisfaction
- Stakeholder satisfaction
- Success and challenges of the intervention
- Comments

The hospital should create initiatives to help professionals get to know the service, to understand its benefits, and to train them to use it properly. For example, in-hospital training/information sessions for professionals could be held two or three times per year (as is done in other provinces and territories); pamphlets could also be handed out to professionals when they are hired; professionals could be made to sign a code of ethics related to working with interpreters (including for temporary workers); the interpreter could take advantage of their presence at appointments to educate professionals in this regard.

A patient's preferred language for appointments should be noted in their files.

It would be advisable that the interpreter, in the same manner as professionals in the health care system, be trained on intercultural interactions (general approach, then specifically on Inuit culture, and finally on immigration).

The experience of partners across Canada has shown that a rapport is built with some patients and that it takes time. The interpreter should not rush it, and take the time to build a reputation and a solid relationship of trust with the professionals and the patients.

Documents (forms, pamphlets, information sheets, prescriptions, etc.) intended for Francophone patients should be available in French, should be easily accessible, known and actively distributed by health professionals.

It is likely that some bilingual employees will continue to be called upon when the interpreter is unavailable. The bilingual employee should be trained on professional interpretation and become familiar with the interpretation procedures and code of ethics. The new French interpretation service is a great opportunity to build a professional interpretation culture and practice.

Observations on Can Talk's Phone Translation Services

CanTalk's French interpretation services should be used, tested and evaluated to better understand its strengths and limitations. Such a directive could perhaps come from the hospital management. The interpreter could possibly promote this service to professionals as a means to fill the gap during the interpreter's absence.

8

Appendices

SERVICES OFFERED BY OTHER PROVINCES AND TERRITORIES

The support and interpretation project in Iqaluit focused on the translation-interpretation component. The Canadian leaders in this field with whom we met in the scope of this evaluation are Thunder Bay's Accueil francophone, Yukon's Partenariat communauté et santé, and the Réseau Santé en français de la Saskatchewan. These organizations, which also support Francophone communities in a minority setting while expanding the translation-interpretation side, have also expanded the patient support component.

Support services help a client find their way in the complex world of health care while demystifying and simplifying access to care services. Support services can be considered as a very valuable complement to the translation-interpretation service.

Additional Interpretation and Support Services Offered by the Interviewed Leaders:

- Community interpretation and support by telephone by trained volunteers.
- Transportation service.
- Community support at the hospital and at public services (clinics, emergency rooms, home care, public health, etc.)
- Community support for all health services, not only public services: optometry, dentistry, pharmacy, physiotherapy, family, prenatal classes, and other relevant requests by a patient.
- Support for access to housing (adapted dwelling, care home, hotels for medical visits, etc.)
- Translation service for medical documents.
- Support for patients' families.
- Consultation with professionals, departments, and private and public organizations on the reality and the needs specific to the Francophone communities.

Statistical table

THUNDER BAY	WHITEHORSE	SASKATCHEWAN
<p>6 people involved full time (includes 3 interpreters, 2 administrative assistants, and executive management)</p>	<p>Approximately 4 people involved part time (includes 3 interpreters, and executive management)</p>	<p>Approximately 8 people involved part time (includes 6 interpreters, 1 administrative assistant, and executive management)</p>
<ul style="list-style-type: none"> • 4,774 medical interpretations • 6,982 support events • 1,321 referrals and links • 1,682 transportation events • 375 consultations (professionals or organizations for information regarding the situation for Francophones) • Assistance for lodging provided • 77 times (housing, care homes or hotels) • 785 visits (various communications) 	<ul style="list-style-type: none"> • 31 interpretations • 18 support events • 9 or 10 referrals 	<ul style="list-style-type: none"> • Approximately 50 encounters per year on average

