



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-September 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:

- Worked with Qikiqtani General Hospital management to roll out the project.
- Promoted the Department's French-language interpretation and translation services to the community.
- Produced and distributed the [Evaluation report on the Interpretation and support project](#) in both English and French (available on our website, under the tab [Ressources - Documents et Rapports](#)).
- Produced the final project report for the Société Santé en français and Health Canada.



SUCCESS STORIES:

- Produced the report [Business case for promoting an offer of quality health service in the clients' mother tongue in Nunavut](#) in both English and French, in order to share best practices in interpretation, navigation and support for health and social services.
- Hosted a community webinar entitled *Discussion sur l'interprétation en santé* (discussion of the use of interpretation in health services) with Ms. Christine Bérubé, French-language interpreter and project accreditation officer with the Government of Nunavut Health Department and Ms. Angèle Brunelle, Executive Director of Accueil francophone of Thunder Bay on May 13, 2021, with 13 participants (available on our website, under the tab [Ressources – Vidéos et webinaires](#)).

