



STAKEHOLDER ENGAGEMENT STRATEGY

YOUR HEALTH AND SAFETY... OUR PRIORITY.

VOTRE SANTÉ ET VOTRE SÉCURITÉ... NOTRE PRIORITÉ.



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REFERENCES

LIST OF ACRONYMS

CADMOL: Committee of Assistant Deputy Ministers on Official Languages

CHSSN: Community Health and Social Services Network

CNFS : Consortium national de formation en santé

FHPCC-OLMC (Consultative Committee): Federal Health Portfolio Consultative Committee for Canada's Official Language Minority Communities

NOLS: Network of Official Languages in Science

OL: Official language

OLA: Official Languages Act

OLCDB: Official Languages Community Development Bureau

OLHP: Official Languages Health Program

OLMCs: Official language minority communities

SSF : Société Santé en français

WG: Working Group on Data and Research on Official Language Minority Communities and Health

STAKEHOLDER ENGAGEMENT STRATEGY OF THE OFFICIAL LANGUAGES COMMUNITY DEVELOPMENT BUREAU

INTRODUCTION

Health Canada's Official Languages Community Development Bureau (OLCDB) supports the implementation of activities aimed at promoting the vitality and development of official language minority communities (OLMCs) and the full recognition and use of English and French in Canadian society.

One of the OLCDB's responsibilities is to coordinate the implementation of Health Canada's *2018-2023 Action Plan in support of section 41 of the Official Languages Act (OLA)*. This action plan aligns with the *Action Plan for Official Languages 2018-2023: Investing in Our Future*, which is the federal strategy to ensure the vitality of Canada's two official languages, including OLMCs.

For this purpose, Health Canada's 2018-2023 Action Plan identifies key activities to support OLMCs. These include:

- Directly supporting access to health services for OLMC members through the Official Languages Health Program (OLHP);
- Identifying opportunities for collaboration within the Health portfolio and the development of interdepartmental partnerships;
- Strengthening Health Canada's ability meet the requirements of section 41 (Part VII) of the OLA through employee training so that they can incorporate OL considerations into their work (where necessary).

The goal of the Stakeholder Engagement Strategy is to bring together the various methods for Part VII **promotion** at the Department and mechanisms for **engagement** and **consultation** with stakeholders to **strengthen** the vitality of English and French minority language communities in Canada, improve their access to health services in the official language of their choice and promote linguistic duality.

OFFICIAL LANGUAGES HEALTH PROGRAM

The Official Languages Health Program (OLHP), launched in 2003, aims to improve access to health services for official language minority communities. The OLHP received funding under the government-wide *Action Plan for Official Languages - 2018-2023: Investing in Our Future*. The program includes the following three mutually reinforcing components:

1 - Training and Retention of Health Professionals

- Health Canada provides support to postsecondary training institutions in order to improve the availability of bilingual health service providers across the country and specifically in regions where the needs of OLMCs are greatest.
- The *Consortium national de formation en santé* (CNFS), which includes a national secretariat and 16 postsecondary member-institutions outside Quebec, offers over 100 French-language health programs in eight provinces and works with health facilities to offer internships and placements for its students.
- McGill University offers language training to health providers currently employed in Quebec's health care system, as well as bursaries and internships for integrating health professionals in regions where there is significant need for English-language health services.

2 - Health Networking

Health networks work with various partners (communities, decision-makers, health managers, health professionals, and post-secondary institutions) to develop concrete solutions to improve access to health services for OLMCs. Targeted recipients for this component are:

- The *Société Santé en français* (SSF), with its 16 networks across all provinces and territories (except Quebec) for French-speaking minority communities.
- The Community Health and Social Services Network (CHSSN), with its 23 networks across Quebec for English-speaking minority communities.

3 - Health Service Access Projects

- Projects under the current funding phase will use innovative approaches to improve access to health services OLMCs.
- SSF and CHSSN provide funding to promote innovative solutions under the following components: integration of health human resources; knowledge development and dissemination (including activities and tools for data collection, needs assessments and research); and improving community health (through increased access to health services).

- Health Canada launched a call for proposals in winter 2019 to support stakeholders, such as not-for-profit organisations, provinces and territories in the areas of home and community care, mental health and substance abuse services, palliative care and end-of-life care.
- As a pilot project during the current funding phase, micro-grants of up to \$1,000 each are offered to small, not-for-profit organizations and individuals to improve access to health services within OLMCs.

EXTERNAL AND INTERDEPARTMENTAL COLLABORATIONS/CONSULTATIONS

The Department's mechanisms for exchanging information and engaging external partners (community organizations, post-secondary institutions and others) and interdepartmental partners regarding OLMCs in the health sector include:

AT HEALTH CANADA:

1. FEDERAL HEALTH PORTFOLIO CONSULTATIVE COMMITTEE FOR OFFICIAL LANGUAGE MINORITY COMMUNITIES IN CANADA

Created in 2017, the Federal Health Portfolio Consultative Committee for Official Language Minority Communities in Canada (FHPCC-OLMC) (Consultative Committee) is made up of members of the Health portfolio (Health Canada, the Canadian Institutes of Health Research, and the Public Health Agency of Canada) and the main beneficiaries of the Official Languages Health Program. Other internal or external groups (community organizations, post-secondary institutions, federal or provincial departments) may also be invited to some discussions, if necessary.

The Consultative Committee falls under the Health portfolio and plays a role supporting the senior management of each member organization in developing policies and programs that take into account Anglophone and Francophone minorities in Canada. This committee facilitates the exchange of knowledge, tools and information on emerging issues that affect the health care needs of these communities.

The terms of reference of the Consultative Committee were renewed for the 2020-2023 period.

2. WORKING GROUP ON DATA AND RESEARCH ON OFFICIAL LANGUAGE MINORITY COMMUNITIES AND HEALTH

The goal of the Working Group on Data and Research on OLMCs and Health, formed in 2020, is to better understand and coordinate the research and data collection efforts of its members on OLMCs and health. This Working Group reports to and supports the Consultative Committee in order to inform future research and data-related decisions. The WG's initial terms of reference will be for the 2020-2023 period and may be renewed as necessary, after assessment by the Consultative Committee.

The WG focuses on issues related to access to health services in English and French—depending on the user's choice—and on the quality and safety of health care (from prevention to treatment) that is offered in situations where there is a language mismatch between patient and caregiver. The WG's activities are aligned with the priorities of the federal Health portfolio.

The WG is made up of representatives from the same organizations as the FHPCC-OLMC, in addition to the Canadian Institute for Research on Linguistic Minorities and the Social Sciences and Humanities Research Council.

3. NETWORK OF OFFICIAL LANGUAGES CHAMPIONS AND COORDINATORS

Champions and coordinators from a Health Canada branch or region are OL ambassadors whose main role is to increase the visibility of OLs in their respective directorates. They ensure that the issue of OLs is a part of the organization's everyday operations by providing leadership to members of the executive committee of the branch or region. For Part VII of the OLA, champions and coordinators support the OLCDB in promoting and disseminating information, tools, and resources within their respective branches.

WITHIN THE FEDERAL GOVERNMENT:

4. NATIONAL NETWORK OF RESOURCE PERSONS – SECTION 41 OF THE OFFICIAL LANGUAGES ACT

The National Network of Resource Persons – section 41 of the OLA, led by Canadian Heritage, is a community of practice that brings together all those responsible for implementing section 41 in federal institutions. The Network promotes coordination and cooperation among federal institutions and enables them to share best practices for implementing Part VII of the OLA.

5. COMMITTEE OF ASSISTANT DEPUTY MINISTERS ON OFFICIAL LANGUAGES

The Committee of Assistant Deputy Ministers on Official Languages (CADMOL) is a high-level governance forum for horizontal management and the coordination of official languages within the public service. It is responsible for providing leadership mainly for three priorities: language of work within the federal public service, federal horizontal strategies for official languages (official languages action plan), and the management of other issues of interest related to the OLA.¹

6. COUNCIL OF THE NETWORK OF OFFICIAL LANGUAGES CHAMPIONS

The Council of the Network of Official Languages Champions is a horizontal organization of the Government of Canada in which departments, agencies, Crown corporations and regional federal councils work together to promote common approaches and ensure that official languages are a priority for senior management.²

7. NETWORK OF OFFICIAL LANGUAGES IN SCIENCE

The goal of the Network of Official Languages in Science (NOLS) is to foster collaboration between science-oriented departments and agencies. It addresses issues of common interest and exchanges on challenges and ideas to encourage excellence and innovation in OL. Among other things, the role of the NOLS is to exchange information on their practices, mechanisms, and knowledge of science-related OL issues at every level (including senior management and OL champions); develop shared mechanisms, where possible, to engage and consult with OLMCs; and develop coordinated communication strategies, where possible, to disseminate OL-related information within science-oriented departments and agencies and OL-related government entities.

STRENGTHENING HEALTH CANADA'S ABILITY MEET THE REQUIREMENTS OF THE OFFICIAL LANGUAGES ACT (PART VII)

The OLCDB raises employee awareness of the issues facing OLMCs by supporting them in their work related to the requirements of the OLA (Part VII – section 41). It provides training and tools to improve analytical capacity on OLA obligations and promotes Part VII among Health Canada employees.

¹ Source: <https://osez-dare.aadnc-aandc.gc.ca/eng/1399905427537/1400691746862>

² Source: <https://osez-dare.aadnc-aandc.gc.ca/eng/1399905427537/1400691746862>

1- IMPROVE ANALYTICAL CAPACITY – PART VII OF THE *OFFICIAL LANGUAGES ACT* AT HEALTH CANADA

➤ Training – Part VII, section 41 of the OLA

The OLCDB periodically holds training sessions on *How to apply Part VII of the OLA at Health Canada*. The purpose of these workshops is to assist employees in analyzing the impact of official languages (OL), which is necessary when developing policies or programs, and in gaining knowledge on how to include OL considerations (where applicable).

➤ Attestations

The OLCDB supports employees in the process of certifying Memoranda to Cabinet and Treasury Board submissions to ensure that obligations under Part VII of the OLA are taken into account. Support tools for analyzing the OL impact when developing these documents are provided to employees to enable them to meet the requirements of Part VII of the OLA. Once completed, the tools will be provided to the OLCDB, which will carry out the attestation.

➤ Tools and resources to support OL analysis (Part VII)

The OLCDB has developed several tools (see the Appendix)³ to guide Health Canada employees in developing policies or programs to determine whether positive measures must be taken to address the reality of OLMCs. These tools and those of OLCDB partners are available on the Intranet (MySource).

➤ Intranet

In 2021, the OLCDB revised its Intranet site (MySource) to facilitate navigation and make the platform more interactive for users. The site is accessible through the following link: <http://mysource.hc-sc.gc.ca/eng/ss/my-workplace/official-languages/part-vii-official-languages-act>.

Health Canada employees can also contact the OLCDB at hc.olcdb-baclo@canada.ca for more information. The OLCDB will be able to support them in their efforts at assessing the impact of OLs in relation to their work in the Department.

³ See Appendix: List of official languages resources and OLCDB tools.

2- PROMOTE PART VII AMONG HEALTH CANADA EMPLOYEES AND IN THE FEDERAL GOVERNMENT

In order to promote the vitality and advancement of OLMCs and to promote linguistic duality, the OLCDB organizes or participates in various promotional activities, such as information kiosks, conferences (as a speaker or to present posters), and one-off events (such as the 50th anniversary of the OLA in 2019) and recurring events. These activities are also opportunities to share information and promote the work of the Department and its community partners.

Below are the events in which the OLCDB participates every year:

- The *Health Canada Science Forum* is a unique opportunity to discuss, exchange information and network with colleagues in the scientific community and other stakeholders. Employees in the Health portfolio (Health Canada, the Public Health Agency of Canada, the Canadian Food Inspection Agency, and Canadian Institutes of Health Research) and the First Nations and Inuit Health Branch (Indigenous Services Canada) are invited to highlight the value and impact of scientific activities carried out by the Health portfolio's departments and agencies.
- The *Best Practices Forum on Official Languages* is organized in March together with the Council of the Network of Official Languages Champions, the Department of Canadian Heritage, and the Treasury Board of Canada Secretariat. The goal for federal institutions and participating organizations is to share tools and initiatives, exchange best practices or simply network through either in-person or virtual kiosks.
- The *Rendez-vous de la Francophonie (RVF)* is one of the events connected to the International Day of La Francophonie, which is celebrated annually on March 20 in Canada and in 88 other countries around the world. At Health Canada, the RVF gives employees a unique opportunity to celebrate the importance of the French language and its many cultural expressions across Canada. The RVF is also an opportunity to encourage dialogue and strengthen ties between Francophones and all other communities in Canada.
- *Linguistic Duality Day* is celebrated annually in September in all federal institutions. Public employees have a key role to play in promoting linguistic duality, both in building a bilingual workplace and in improving the ability to deliver services in both official languages. Employees of Health Canada and the Public Health Agency of Canada are then made aware of the importance of ensuring access to health services in both official languages.

CONCLUSION

The OLCDB's Stakeholder Engagement Strategy aligns with Health Canada's *2018-2023 Action Plan in Support of Section 41 of the OLA*, developed in response to the recommendations of the Action Plan entitled *Roadmap for Canada's Official Languages 2013-2018: Education, Immigration, Communities* to meet the objectives of section 41 (Part VII) of the OLA. The OLCDB works with various stakeholders to promote the vitality and advancement of OLMCs in the health sector and to promote the inclusion of OL considerations in Health Canada's programs and policies.

APPENDIX

List of Official Languages Resources and OLCDB Tools

| Resources | Description |
|--------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Official Languages Community Development Bureau (OLCDB) fact sheets | The document provides information on the terms of reference, objectives, and activities of the OLCDB in relation to implementing Part VII of the OLA with respect to the development and implementation of Health Canada initiatives. |
| Official Languages Health Program (OLHP) fact sheets | This document provides information on the terms of reference, objectives, and activities of the OLHP in relation to funding programs that seek to improve access to health services for OLMCs, in accordance with Part VII of the OLA. |
| Health Canada's 2018-2023 Action Plan on Official Languages | The document provides information on how Health Canada plans to support the implementation of the federal government's Action Plan on Official Languages. |
| Dashboard for Health Canada's Action Plan (2018-2023) | The document provides a summary of the pillars of Health Canada's 2018-2023 OL Action Plan. |
| Tool for analyzing the impact of official languages regarding Health Canada initiatives | The document provides information on tools related to applying Part VII in order to support Health Canada employees to better fulfill their responsibilities in support of the OLA when developing Memoranda to Cabinet and Treasury Board submissions. |
| Question to guide the impact analysis of official languages (Part VII) of the OLA | The document provides questions to guide Health Canada employees when designing policies or programs to incorporate OLMC considerations. |
| Support tool for applying Part VII of the <i>Official Languages Act</i> in Health Canada transfer payment programs | The document provides information to Health Canada employees to guide them in analyzing the impact of Health Canada transfer payment programs in relation to OL. |
| Summary of training on Part VII of the OLA | The document provides a summary of training on Part VII of the OLA provided to Health Canada employees to promote the |

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| | inclusion of OLMC considerations in Memoranda to Cabinet and Treasury Board submissions. |
| Understanding the perspectives of OLMC care providers and patients regarding access to health care | This document includes the results of a literature review on the perspectives of OLMC care providers and patients regarding access to health care. |
| Infographics on the health profiles of Canada's Anglophone and Francophone minority communities | This document includes information from an analysis of indicators taken from an analysis of the Canadian Community Health Survey (CCHS-cycles combined from 2011 to 2014) regarding a series of indicators that describe some aspects of the health determinants in Canada's Anglophone and Francophone minority communities and profiles the health of these communities. |
| Public opinion research report: Perception of official language minority communities (OLMCs): access to health services in the language of their choice | This document provides information OLMC perceptions of access to health care services and issues related to how these communities have access to these services in the OL of their choice. |

REFERENCES

OLCDB – Terms of Reference (2020-2023) of the Federal Health Portfolio Consultative Committee for Canada’s Official Language Minority Communities

OLCDB – Terms of Reference (2020-2023) of the Working Group on Data and Research on OLMCs and Health

OLCDB – Health Canada’s 2018-2023 Action Plan in Support of Section 41 of the OLA