

FOR RELEASE
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French Language Services Directorate and Yukon Hospital Corporation sign a memorandum of understanding

WHITEHORSE—The French Language Services Directorate and the Yukon Hospital Corporation have signed a memorandum of understanding to improve access to services in French at the Whitehorse General Hospital.

"Providing French-language health-care services is a shared priority for the francophone community and the Government of Yukon and is identified in the 2014-2018 Strategic Framework for French Language Services," Minister responsible for the French Language Services Directorate Elaine Taylor said. "This agreement commits to improving access to information and services in French at the Whitehorse General Hospital, building on the momentum created by the Active Offer pilot project that was launched in 2014."

Under the agreement, the Yukon government and the Yukon Hospital Corporation will work together to enhance French language services with translation and over the phone interpretation services as well as building a bilingual website to provide patients with information about hospital programs and services.

The French Language Services Directorate will also work with the Whitehorse General Hospital to identify and maximize the use of bilingual resources to better plan and promote French language services and support for patients receiving care at the hospital.

A three-year plan will be developed that will include, among other things, support from the French Language Services Directorate in the development and implementation of active offer processes and tools to better assist employees in the delivery of French language services at the hospital including training and support for those who would like to improve their French language skills.

"We are proud to work with the government and our community to take practical steps to support a positive patient experience in hospital," Yukon Hospital Corporation Board of Trustees chair Craig Tuton said. "We are fortunate to have a number of incredible patient supports and French language services already in place, such as confidential phone interpretation, signage and publications – not to mention several skilled bilingual staff. Our goal is to support our team and enhance our care in ways that are meaningful to patients."

Association franco-yukonnaise president Angélique Bernard said: "We are pleased this agreement has been signed. We hope this will provide improved access to hospital services for French-speaking clients. We are ready to work together with all stakeholders toward that goal."

The memorandum of understanding is part of the Government of Yukon's commitment to providing services in French consistent with the *Languages Act*.

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