

WRHA FRENCH LANGUAGE SERVICES CLIENT SATISFACTION SURVEY 2017

A client satisfaction survey was undertaken in Winnipeg's Francophone community in 2017 to determine satisfaction with the offer of service in French by the Winnipeg Regional Health Authority. This survey repeated the same questions as the 2012 survey developed to inform the 2013-2018 FLS 5 Year Strategic Plan. Key results of the three surveys are compared here and will be used in the development of the WRHA FLS three year plan to 2021.

Highlights:

- There were 260 respondents to the FLS Client Satisfaction Survey on French Language Services as of March 31, 2018; of which 107 were filled online, 124 were mailed, and 12 were from social media. The vast majority of responses were received in May and June 2017;
- 95% of respondents agreed with the following statement: "The vision of the WRHA is a health care system in which designated bilingual or francophone institutions, programs, services and organizations provide an active offer and effective delivery of services to Francophones";
- 58% of respondents received a bilingual welcome (Active Offer) in the last five years, however 42% of respondents did not receive a bilingual greeting (Active Offer);
- Only 26% of clients were asked for their language preference. The other 74% of clients were not asked the question at all;
- 53% of respondents to the WRHA client satisfaction survey on French language services received direct care, while 13% of respondents received educational material and the other 34% received other services;
- The number of clients fully satisfied with the offer of French-language services has increased by 14% over the past five years. Nevertheless, the number of completely dissatisfied customers has increased by 23%. There is a large gap between fully satisfied customers and completely dissatisfied customers;
- Amongst the individual facilities, programs, services and agencies, the greatest percentage increase in completely satisfied respondents occurred at:
 - Centre de Santé : 9%
 - St. Boniface Hospital: 7%
 - Actionmarguerite: 7%
 - Breast Health Centre: 6%
 - Public Health Community Offices: 6%
 - Health Links Info Santé: 3%

Level of Satisfaction with Provision of Service in French:	2007 Expressed as a percent of total respondents	2012 Expressed as a percent of total respondents	2017 Expressed as a percent of total respondents
Completely Satisfied	20	24	38
Satisfied	30	28	13
Somewhat Satisfied/neutral	31	24	10
Somewhat Dissatisfied	16	21	13
Completely Dissatisfied	4	3	26

Other information:

	2007 Expressed as a percent of total respondents	2012 Expressed as a percent of total respondents	2017 Expressed as a percent of total respondents
Respondents by gender			
Female Respondents	68	70	76
Male Respondents	32	30	24
Respondents by age category			
18 - 39	26	21	26
40 – 64	41	42	45
65+	33	36	29

Elements of Active Offer most often noticed in descending order: (No change from 2006)

- External Bilingual signs;
- Internal Bilingual signs;
- Bilingual Greeting in Person;
- Bilingual Greeting on Phone;
- Bilingual Message on Answering Machine;
- Direct Service in French;
- En Français avec Plaisir signs;
- Hello/Bonjour Identifiers;
- Interpreter Usage.

In all three surveys, clients were generally aware when they were visiting a designated bilingual facility.

A shorter wait time for service in French is the most often cited answer that would improve their experience. This is preferable to rescheduling and the use of an interpreter.

Satisfaction Level is affected by the following factors:

- Respondents who speak French outside home = less satisfied
- Respondents who are aware of government FLS policy = more satisfied
- Clients who are aware of Active Offer = less satisfied
- Clients in poor health = less satisfied
- Clients who knew facility, program, service or agency was designated = more satisfied
- Clients who did not receive their documents in French = less satisfied
- Clients who saw FLS ads in La Liberté = more satisfied

Comments from Clients:

- Having a bilingual service would be ideal, but almost impossible ... in Manitoba it is not always bilingual. Since I speak both languages - instead of waiting I just accept English.
- It would be nice if more establishments offer service in French and are designated bilingual. We live in Transcona where there are many Francophones, yet we have no access to French services in our part of the city. We always have to go to St. Boniface or St. Vital to get services in French.
- One thing is to affirm principles; another thing is to apply them. Even though the WRHA has given itself this mission, reality shows the opposite.
- Service in French is extremely important, from birth to old age. I think there is a lack of internal knowledge of where to find French language services for clients. For example, my doctor did not know that there is a francophone audiologist at the Fort Garry Access Center. I imagine because his position is not designated bilingual.
- Apply it (Services in French language) and that it is not just in words, but real services.
- Ultrasound - I even saw that the lady at the reception was wearing a "Bonjour/Hello" lapel pin, but she did not respond to me in French.
- I am concerned that if the government pursues the privatization of services, the Francophone community would lose some of its French-language services. Business owners could find excuses for not complying with French language services laws and regulations. There are so many newcomers. Many of them have French as the Official Language among all the languages they know. We must do our best to make the Active Offer.
- French must go beyond bilingual postings. The Active Offer of the "human" service in French is very limited.

- While progress has been noted in recent years, the WRHA needs to be vigilant in preserving the gains made and moving forward to improve the Active Offer of French-language services.
- Service delivery in French is not consistent.
- Emergency - Employees do not seem to know and are even surprised to see that there are Francophones. Francophone doctors speak to us in French. Not satisfied!
- Childbirth - No French actively offered; all documentation received was in English. Disappointed!
- I got the help I needed, but not in French!!!
- Make all employees aware of the Francophone reality here in Manitoba. There is an attitude of non-understanding and non-acceptance. Not all service providers need to be bilingual, but there is a need for a visible presence and Active Offer in all areas of the hospital. In the experiences of my extended family, since 1998, with the exception of reception at the entrance, the hospital is an English establishment. This is not acceptable given the background and history of this world-renowned institution.
- Instead of expecting patients to ask for services in French, Active Offer should be there from the first contact.
- Please ensure that contractors or companies entrusted with certain services or licenses to serve are required to offer FLS. Also, care must be taken to account for vulnerable people, seniors, children and people living with disabilities. I understand that it is even more difficult to find bilingual specialists. It would be good to promote designated bilingual jobs so that bilingual individuals choose health professions to serve francophone families and patients.
- The priority of French Language Services should be to ensure that French language services are truly available.
- Excellent care, but in English only.
- More services are needed in French.
- The first time I came here, I did not receive any service in French.
- The French speaking nurse was excellent, but the clerk at the reception continued to speak to me in English even though I spoke to her in French and spoke to my daughter in French.
- I was not asked for my language preference, but I see the Bonjour/Hello sign at the reception.
- I knew there was a bilingual nurse at this clinic, but whenever we went, she was never available.
- I have been asked for my religion, but not my mother tongue, or if I would like service in French.

- I do not always have French services on the phone.
- No Active Offer and all documentation received was in English.
- The center is designated bilingual, but there were no employees who could speak French.
- Employees do not seem to know and are even surprised to see that there are Francophones.
- Cannot be served in French anywhere.
- I would have liked the doctor to be able to communicate in French. This was not the case.
- I even saw that the lady at the reception was wearing a Bonjour/Hello pin, but she did not answer me in French.
- I appreciate having my medical services in French and getting me to speak French as soon as I get home.
- No service in French. Zero Francophone doctors or nurses, all in English.
- It is rare to have service in French.
- French service not available - no staff. You have to wait longer than in English to get services in French.
- Service in French is not available and if it is available, you have to wait longer than in English services.
- The security guard downstairs spoke only English.
- There were no services in French.
- If the hospital cannot offer a bilingual service, it should not be advertised.
- Often he or she speaks English.
- My request to have a francophone doctor was sent without delay. A beautiful bilingual atmosphere where we are not afraid to speak French.
- During 10 days of hospitalization, no one spoke to me in French.
- Of all services received and people met, only one nurse could understand French (but could not speak it).

- Only one nurse spoke French and was not present every day. I would have liked the service in French in the delivery room and during my whole stay. Services in French only available half of the time.
- How do you want me to be satisfied when you receive a service in a language you do not yet know? Especially in terms of health, with their technical medical language, it is really a disaster communicating between health workers and the client: I can better express my health in a language that I master. I have accompanied members of my family (spouse or children) several times to emergency, but at no time did we receive service in French. I myself went there once, but the experience was so disastrous that I prayed to God that a physical illness requiring me to go to emergency does not happen to me anymore.
- Service in French is non-existent, with the exception for admission to the hospital. It is obvious that the staff is not aware of the bilingual aspect of the hospital.
- Many staff were unilingual only; no effort to speak French or to refer to people who speak French. In an emergency situation, often our mother tongue comes out first which makes medical staff frustrated. I even believe that at one point, the medical staff where not comfortable to serve me in either English or French.
- No francophone service available that night.
- We are very satisfied with the service received by the nurse. However, if I had not asked in advance, no offer would have been made. The nurse was superb and the service in French really helped my child. At three years old, a tomography is already intimidating, if he did not understand the adults around him, it would have been very difficult.
- Good service at the hospital reception. On the other hand, while on the unit I asked for services in French (because the signs were displayed), I was treated unfairly, I would even say harshly. At least we should be greeted with respect and a smile even if the person does not speak French. And after that, we wonder why Francophones do not ask for services in French. When we are greeted this way, it scares us, we are afraid of being treated as less and we do not feel safe. Not sure that I will risk that again.
- No service in French at the ultrasound. I did not expect it, but I was expecting the unit to have a better welcome.
- There is a lot of pressure in Emergency to take services in English since we already wait long enough for our turn. We do not want to risk having to wait even longer or lose our turn because of French services. There has been progress in recent years, but there is still some way to go.
- When I arrived, I said "*bonjour, je suis ici pour mon rendez-vous*" and I'm told "*I'm sorry, what did you say*". However, the little poster "*Bonjour/Hello*" was visible on the counter.

- We have some ways to go to ensure that the offer of services in French is active in all designated bilingual institutions. Hospital staff must be well-trained in Active Offer strategies in order to be equipped for their work in a designated bilingual facility.
- Active Offer should be made more often, especially at the front desk as soon as a customer enters the office.
- We do not expect to have service in French because we have to wait without hope.
- Employees listen, but the offer stops more or less there, indicating lack of linguistic knowledge or no bilingual staff.
- There is no Active Offer ...
- I was not offered services in French and when I asked if there was someone who spoke French, I was told there was nobody.
- The treatments were superb, but I would have liked my services in French.
- A recommendation – Identify bilingual employees by using a "*I SPEAK FRENCH*" button or badge.