
MANAGING LANGUAGES IN THE FIELD OF HEALTH & SOCIAL CARE IN MULTILINGUAL COMMUNITIES; NEW BRUNSWICK CASE

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CANADA



AGENDA

Who Am I?

Health in Canada

Health in New Brunswick

Official Languages in health

Legal framework

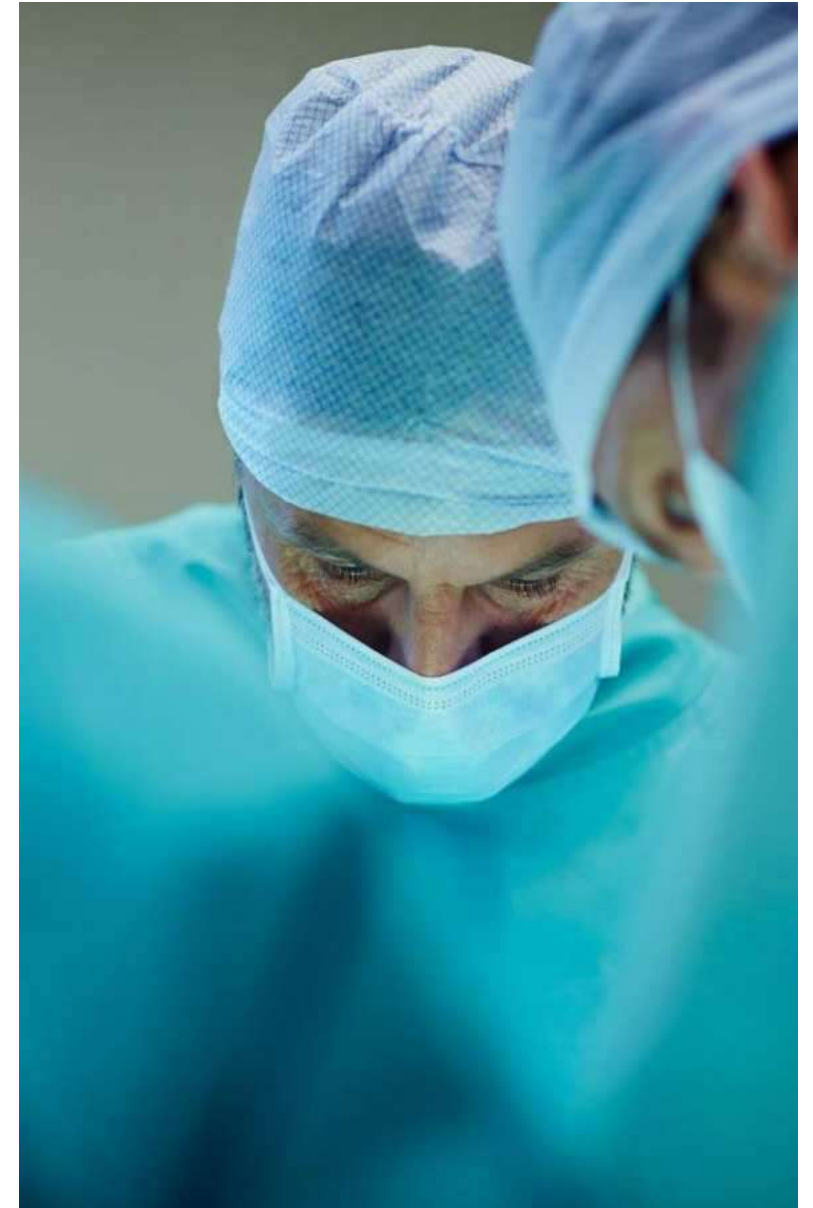
Official language management

Staff language training

What do we do ?

Conclusion

Discussion





WHO AM I ?

- I'm from New Brunswick, Canada
- Born Francophone, studied in French
- Social work background
- Acadian ancestry

HEALTH IN CANADA

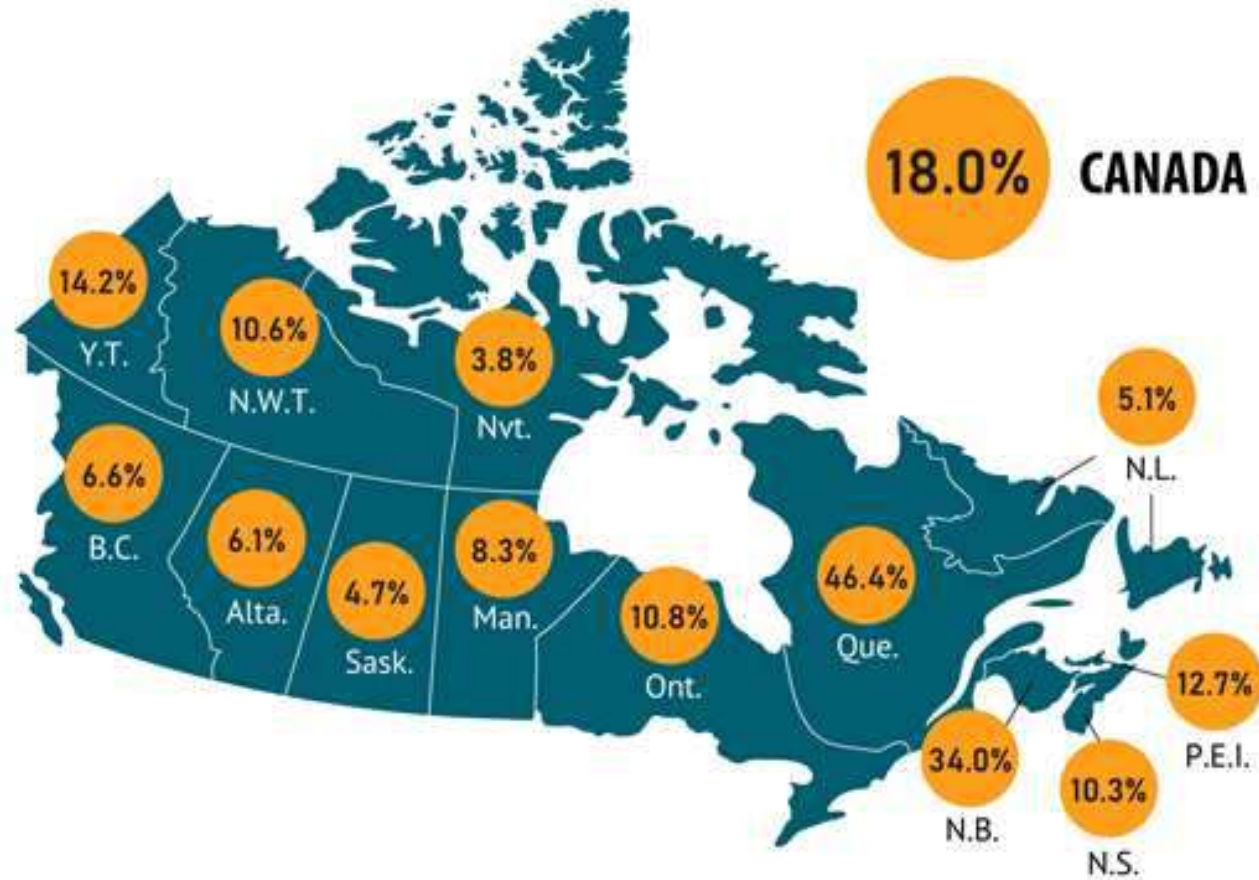
Health Canada is responsible for helping Canadians maintain and improve their health. It ensures that high-quality health services are accessible in both official languages, and works to reduce health risks.

Health Canada subsidizes 10 provinces and 3 territories for part of the costs of health care.

Healthcare is a provincial and territorial responsibility.



Percentage of the population that could conduct a conversation in English and French



Source(s): Census of Population, 2021 (3901).



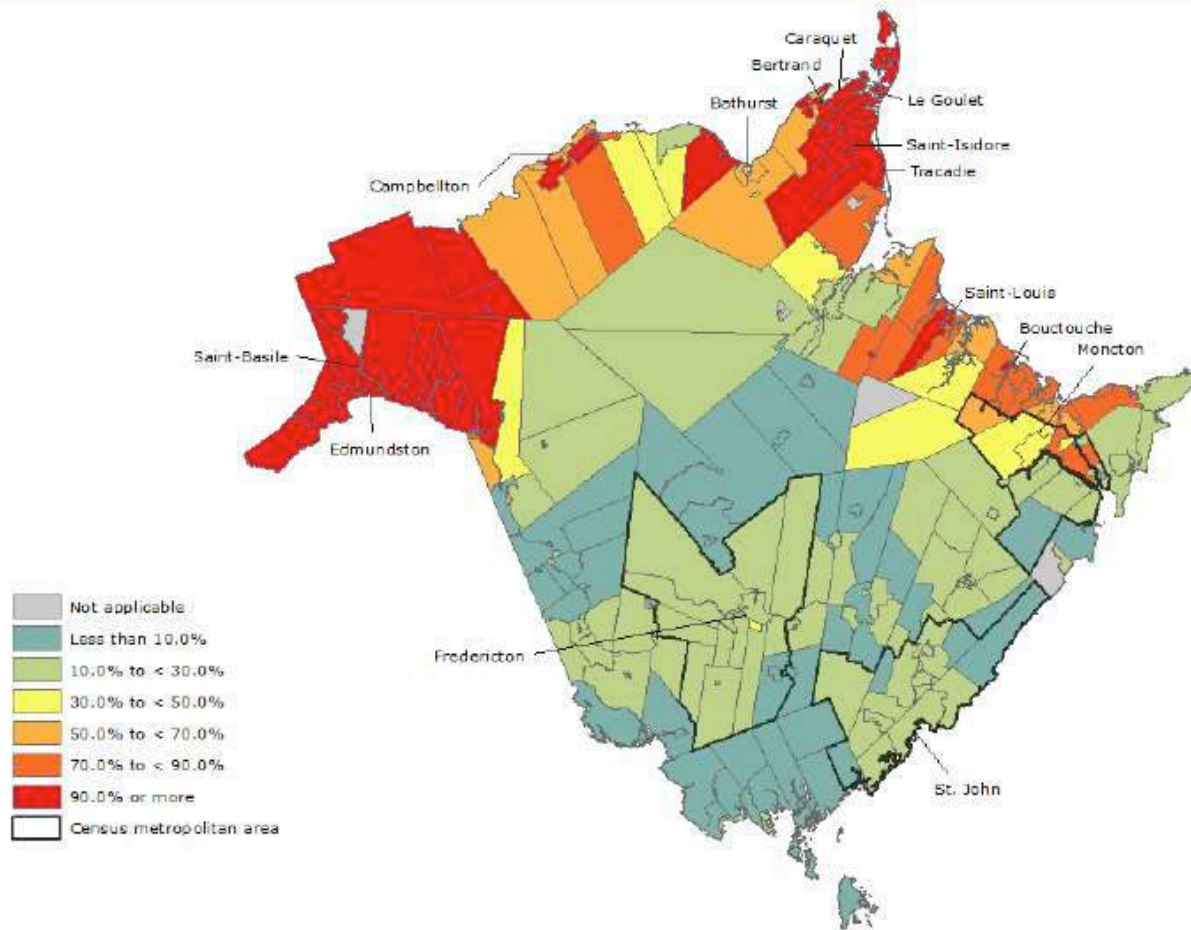
HEALTH IN NEW BRUNSWICK

OFFICIAL LANGUAGES IN HEALTH

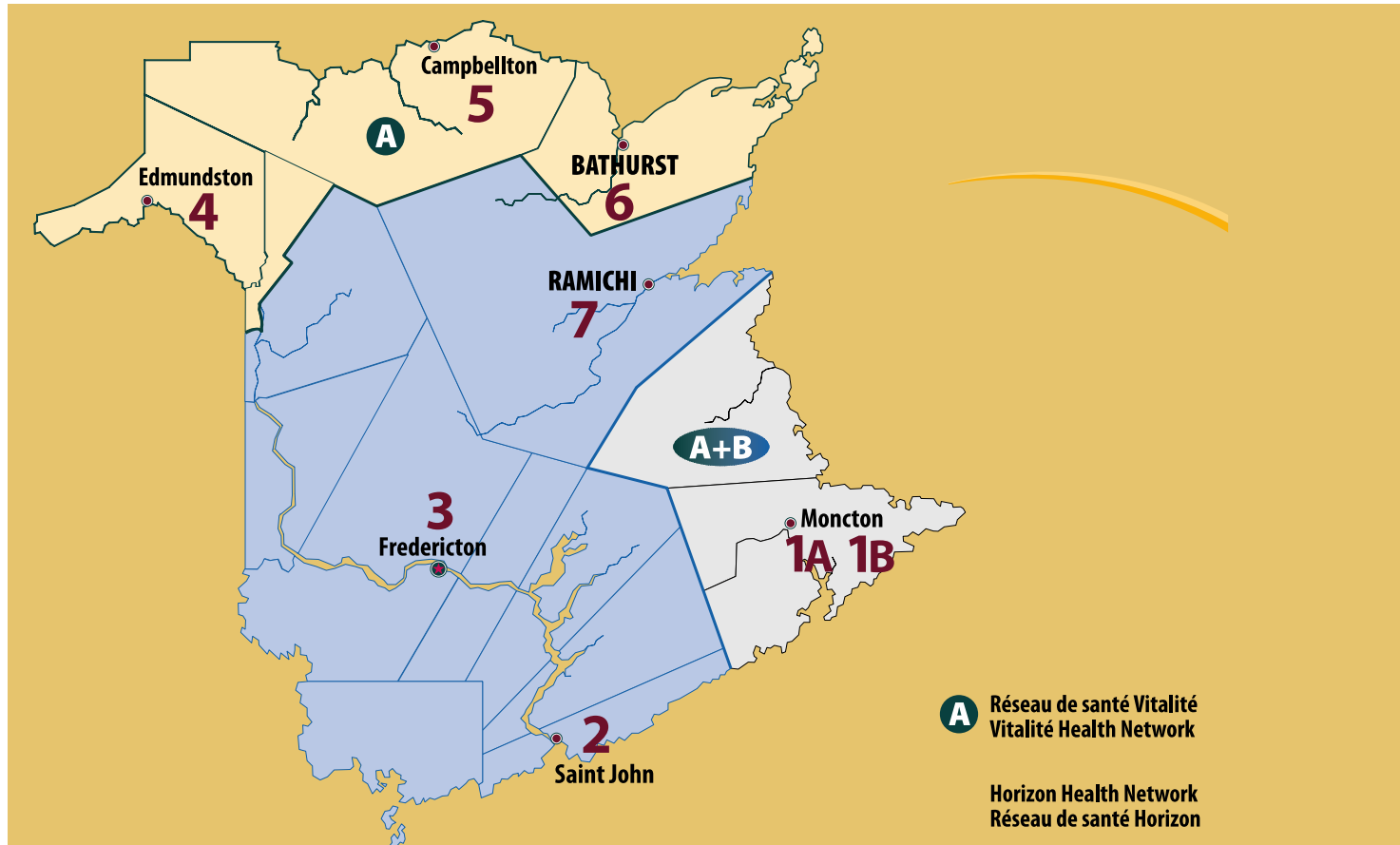
OFFICIAL LANGUAGE IN HEALTH

MAP OF NEW BRUNSWICK'S
OFFICIAL LANGUAGES

Map 1
Proportion of New Brunswick's population who could conduct a conversation in French, by census subdivision, 2021



Source: Statistics Canada, Census of Population, 2021.



OFFICIAL LANGUAGES IN HEALTH

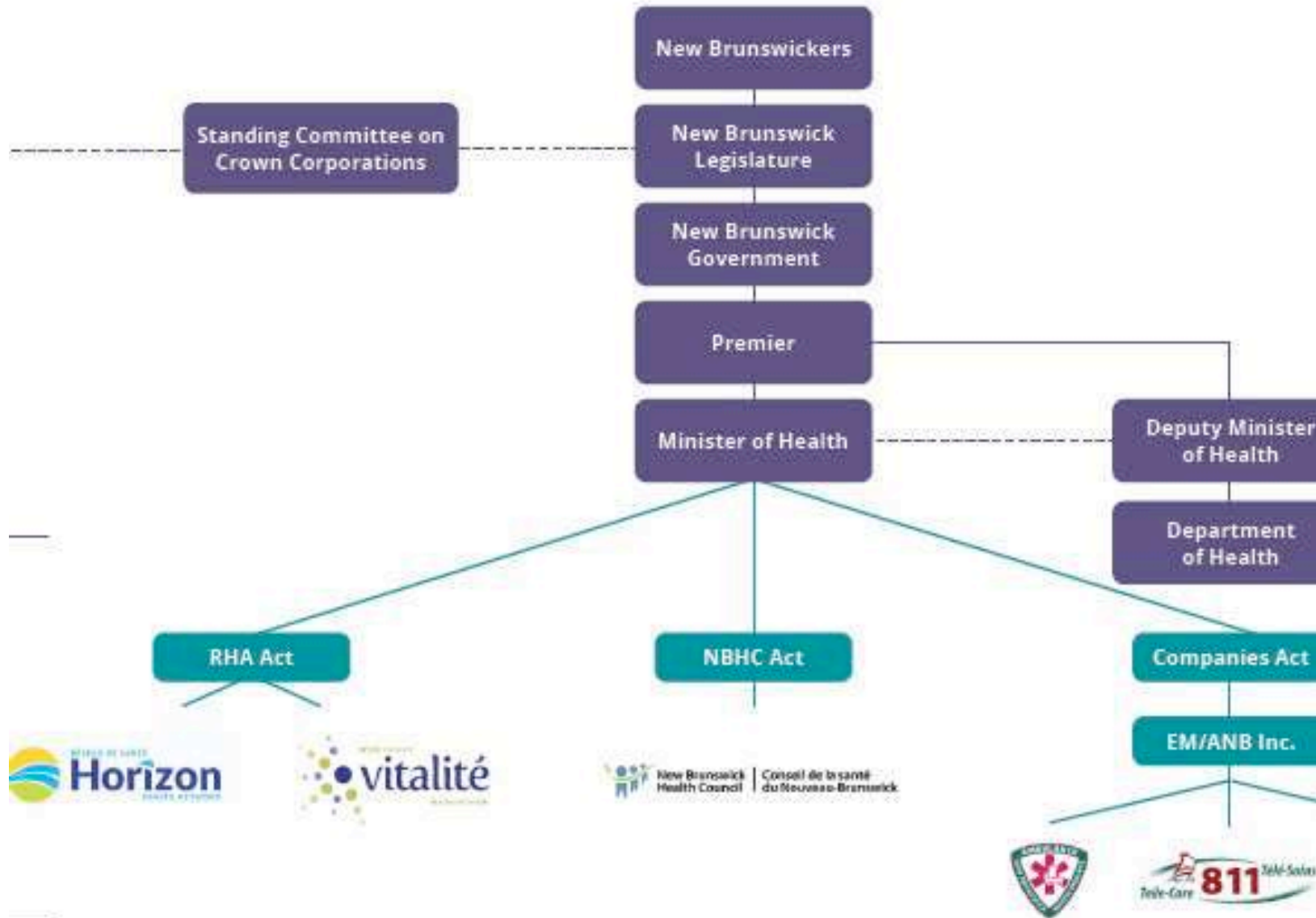
THE TWO HEALTH AUTHORITIES IN NEW BRUNSWICK

A close-up, warm-toned photograph of a woman with curly hair, wearing a light blue scrub top and a stethoscope. She is smiling broadly, looking slightly to the left. The background is softly blurred, showing other people in a clinical setting. The overall mood is positive and professional.

HEALTH IN NEW BRUNSWICK

LEGAL FRAMEWORK

HEALTH IN NEW BRUNSWICK – LEGAL FRAMEWORK



These organizations provide services under the purview of the Minister of Health

HEALTH IN NEW BRUNSWICK – LEGAL FRAMEWORK

New Brunswick Official Language Act

<https://www.canlii.org/en/nb/laws/stat/snb-2002-c-o-0.5/latest/snb-2002-c-o-0.5.html>

New Brunswick Health Authorities Act

https://www.canlii.org/en/nb/laws/stat/rsnb-2011-c-217/latest/rsnb-2011-c-217.html#I_INTERPRETATION_1078

New Brunswick Dept of Health

https://www2.gnb.ca/content/gnb/en/departments/health/contacts/dept_renderer.141.html#mandates



HEALTH IN NEW BRUNSWICK

OFFICIAL LANGUAGE MANAGEMENT

OFFICIAL LANGUAGE MANAGEMENT

NEW BRUNSWICKERS RIGHTS

[https://officiallanguages.nb.ca/wp-content/uploads/2012/02/your_language_rights_-_](https://officiallanguages.nb.ca/wp-content/uploads/2012/02/your_language_rights_-_the_government_and_public_services.pdf)

[the_government_and_public_services.pdf](https://officiallanguages.nb.ca/wp-content/uploads/2012/02/your_language_rights_-_the_government_and_public_services.pdf)

https://www2.gnb.ca/content/gnb/en/departments/finance/human_resources/content/policies_and_guidelines/talk_language_service.html





NEW BRUNSWICK OFFICIAL LANGUAGES MANAGEMENT



NEW
BRUNSWICK
HEALTH AND
OFFICIAL
LANGUAGES -
STAFF
TRAINING

<https://www.umoncton.ca/umcs-ciaf/en/node/11>

<https://horizonnb.ca/about-us/policies/official-languages-policy/>

OBSERVATIONS

Patient records

- No digital repository; majority still with paper
- Use of fax machines to transfer files
- No rule or tool to enable unilingual physicians of medical personnel to read a French file

Referrals

- Referrals often ignore the patient's language of choice
- Physicians don't always request a bilingual specialist for unilingual francophones

Transfers

- The transfer corridors seldom take into account the patient's mother tongue
- Patients have no control on how and where they will be transferred



HEALTH IN NEW BRUNSWICK

WHAT DO WE DO ?

WHAT WE DO

Société Santé en française (National)

- <https://www.santefrancais.ca/en/>
- <https://www.santefrancais.ca/en/networks/>
- <https://equity-link.ca>

Société Santé et Mieux-être en française du Nouveau-Brunswick (Provincial)

- <https://equity-link.ca/courses/the-cafe-de-paris-approach/>
- <https://accreditation.ca/assessment-programs/official-languages-recognition-program/>



CONCLUSION

- There is still a lot of work to do
- Political acceptance of bilinguism is a left versus right fight in New Brunswick
- Social acceptance of bilinguism is over 80% in New Brunswick
- More bilingual prersonnel are coming to the work force
- We have two laws with no teeth
- Language and culture are determinants of health; it is a question of quality and security of service.

The background of the slide is a blurred photograph of a laboratory. In the foreground, a glass vial with a black cap is partially filled with a dark liquid. To its left, a syringe with a needle is lying horizontally. In the background, a microscope is visible, its lens and body out of focus. The overall lighting is cool and blue-toned, creating a clinical and scientific atmosphere.

**HEALTH IN NEW
BRUNSWICK –
DISCUSSION AND
QUESTIONS**