

CONTINUING CARE

Improving home care for Nova Scotia's Acadian and Francophone communities

What we heard ...

We had conversations with Acadian and Francophone communities across Nova Scotia to learn from people who receive our services, caregivers, community groups and health care providers. They told us they wanted Nova Scotia Health Continuing Care to:

- provide bilingual written program information,
- improve opportunities to communicate preferred language and cultural preferences,
- identify the need for French-language service delivery,
- ensure bilingual staff are available at intake and during service delivery and
- provide staff training and education.



What we did ...

Based on our role as Nova Scotia Health Continuing Care, we:

- translated program materials and continue to identify and provide bilingual written materials for Continuing Care services,
- updated the Continuing Care website (<https://www.nshealth.ca/continuing-care>) to include more French-language documents and
- promoted Nova Scotia Health language services available to all Nova Scotia Health Continuing Care staff.



What we are doing ...

We are also continuing to work on other recommendations that fall under Nova Scotia Health Continuing Care. For example, we are:

- launching an online education opportunity for staff with Nova Scotia Health Continuing Care and home care agencies,
- amending job descriptions to include proficiency in French as an asset and
- standardizing the process to capture and record preferred language at intake.

Recommendations that do not fall under Nova Scotia Health will be shared with applicable partners.

