

HR SUPPORT KIT

Pathway to Bilingual Services

missing that

“je ne sais quoi”?

Rifssso



March 2012



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FOREWORD

“[...] First Nation communities and French-speaking Ontarians have a long history of difficulties in accessing culturally relevant health care services. [...] many French-speaking Ontarians, who have lived all their lives in this province, are unable to access health care services by French-speaking providers.

[...] Even when cultural minorities do access the health care system, there are challenges in making the system work for them. This is true at all levels of care across all sectors. In the literature on culturally appropriate care, certain key elements or functions emerge: cultural assessment, cultural knowledge, communication and partnership.

Education at all levels is part of the answer: health care workers, health care students (via curriculum changes adding multicultural content to programs), educators, and health care managers all need to develop skills in delivering culturally appropriate care. Data collection on cultural diversity and health care is another part of the answer (this would include getting an adequate cultural picture of the health care workforce).

[...] However, another very significant step can be taken at the human resources end: active recruitment of health care professionals from underrepresented cultural groups.”

Ensuring the Care Will Be There Report
Registered Nurses' Association of Ontario (RNAO) and Registered Practical Nurses Association of Ontario (RPNAO)

INTRODUCTION

The last decades have taught us much about what makes people healthy and where we should focus our efforts. The majority of studies tell us which factors need to be addressed in order to improve their state of health. These factors are known as “health determinants”. They include poverty, education, but also language and culture.

Ontario has made the commitment to guarantee Francophones access to health services in their language. Nothing illustrates this commitment more clearly than the French Language Services Act (1986) and, more recently, the creation of French language health planning entities responsible for advising Local Health Integration Networks (LHIN).

**By taking these steps,
the Ontario government aims to:**

- Improve access to health services in French, including primary health care;
- Ensure there are an appropriate number of organizations able to provide health

services in French, consistent with Ministry standards;

- Ensure an adequate distribution of health professionals who are able to provide care in French.

Le Regroupement des intervenants francophones en santé et en services sociaux de l'Ontario plays a part in the Ontario health care vision both as a leader and strategic ally in the health and social services fields at the provincial level.

Part of our role involves supporting and empowering professional French-speaking human resources. We also work collaboratively with the various stakeholders in the province, including organizations such as your own, in order to make our system more responsive to the health needs of the Francophone population.

In our province, access to bilingual human resources is therefore key. And the challenges are many:

- **How to attract** qualified bilingual candidates, but where to find them and how to properly assess their competency;
- **How to develop** a bilingual service culture within an organization;
- **How to actively offer** bilingual services, i.e. at reception, via signage and in the workplace;

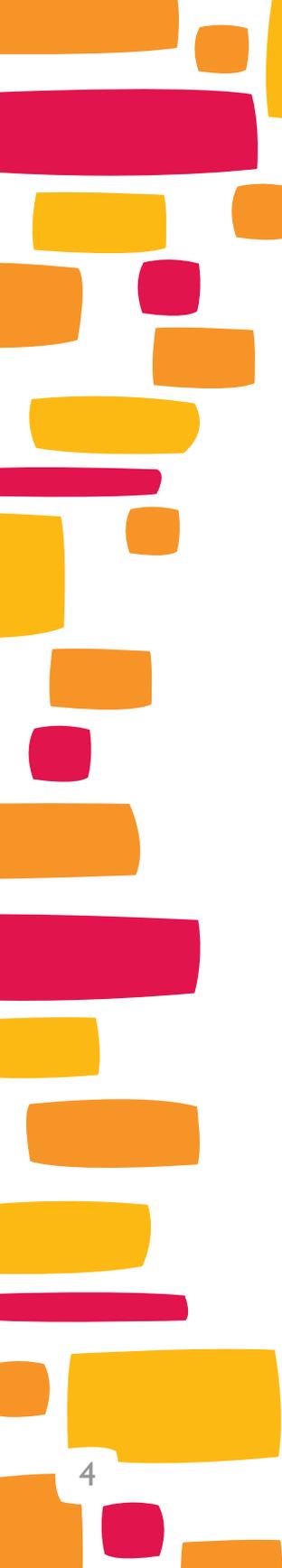
This HR support kit is designed to help you meet these challenges head on, starting with the most important one of all:

How to convince staff, peers or management of the necessity of hiring bilingual talent.



Language has been described as medicine's most essential technology – its principle instrument for conducting its work (Jackson, 1998). It has been observed that without language, the work of a physician and veterinarian would be nearly identical (Clark, 1983)."

Sarah Bowen, B.A., M.Sc.
Language Barriers in Access to Health Care
Health Canada, November 2001



RIFSSSO: WHAT YOU NEED TO KNOW

Rifssso, *Regroupement des intervenants francophones en santé et en services sociaux de l'Ontario*, is a growing provincial network of French-speaking stakeholders and professionals working in the health and social services fields. Our mission is to improve the quality and delivery of French-language services as well as access to such services.

PROVIDING PROVINCIAL LEADERSHIP

From its inception, Rifssso has focused on supporting the establishment of French-language professional associations representing the various disciplines in the province. These associations provide a range of training, information and professional development services to their members. The Rifssso network currently represents nine disciplines, in addition to members at large. Network building activities across the province are ongoing.

DEVELOPING RESOURCES

Rifssso develops French-language learning resources for the benefit of stakeholders working in the health care and social services sectors, including the public. The virtual Esanté-ontario platform is a prime example of this, as is cliquezsante.ca, an online health and social services directory. This French-language directory can also be used for job postings, searches, or talent hunting. Members of the public also use it for locating French-language professionals in their area. In addition, Rifssso provides annual professional development opportunities designed to support professionals in their practice.

GROOMING THE NEXT GENERATIONS

At the same time, Rifssso is laying the groundwork for future generations of French-language professionals both in health and social services. For nearly 20 years, we have successfully run a program promoting career opportunities in health and social services. Every year, we organize and host a variety of activities — school fairs, workshops, guided tours of health organizations and meetings with professionals from various disciplines — all aimed at encouraging youth to choose a career in health or social services. The idea behind this program, like so many other strategic initiatives we spearhead, is to build capacity in the province for the purpose of ensuring the delivery of quality French-language services.

INTEGRATING INTERNATIONAL GRADUATES

The labour shortage in the health and social services fields has spurred Rifssso to launch several initiatives that tackle this challenge in different ways. For instance, we conducted a study to identify the barriers international graduates face when seeking a license to practise in Ontario. And, to help them through this process, we created a comprehensive French-language guide entitled *Pratiquer en Ontario*. This resource is equally useful to organizations providing settlement services to immigrants, because it helps them to steer French-speaking newcomers towards the appropriate French-language resources.

DEVELOPING A BILINGUAL SERVICE CAPABILITY

How to convince staff, peers or management of the necessity of hiring bilingual staff? You can start by talking about how great the need is and the factors fuelling the demand everywhere in the province.

HOW GREAT IS THE NEED?

The need for French-language services, particularly in the area of health care, is largely unmet.

This is the conclusion reached by a study commissioned by Health Canada's Committee for French-Speaking Minority Communities, and conducted by the Fédération des communautés francophones et acadienne du Canada. Key findings include the following:

"[...] access to health services in French for Franco-Ontarians is profoundly insufficient in hospital care, community health centres, medical clinics and home care: these four sectors encompass most of the health services offered in Ontario.

In hospitals, the emergency service is often the main access point for the health care system – yet three quarters of Franco-Ontarians are unable to access this service in their language."

74% of Franco-Ontarians state that they have never or almost never had access to hospital services in French. In fact, only 12% say they have had access to these services every time they've gone to the hospital. [...]

47% have never had access to an emergency services centre offered in French (except at hospital emergency services);

59% have never or almost never had access to home care services for the elderly in French;

77% have never or almost never had access to alcohol treatment centres offering services in French;

66% have never or almost never had access to drug treatment centres offering services in French;

66% have never had access to emergency shelters offering services in French to victims of domestic violence;

53% have never or almost never had access to mental health services in French (except in psychiatric hospitals).

FACTORS FUELLING THE DEMAND

A considerable majority of Francophone adults – (76% in the southeast, 65% in Ottawa and 58% in the northeast) – believes it is very important or important to obtain health care services in French. The demand for French-language services stems mainly from these factors:

The 1986 French Language Services Act

This law guarantees access to government services, in French, in 25 Ontario regions and had led to the designation of organizations (e.g. University of Ottawa Heart Institute) committed to delivering services in French.

The increase in the Francophone population due largely to the arrival of immigrants

Nearly 600,000 Francophones live in Ontario, making it the largest minority linguistic community in Canada. Over 80% of Ontario Francophones live in a designated region. The Francophone population is less educated, earns less and is older than the general Ontario population. Nearly 10% are immigrants, including a large proportion of recent immigrants.

The aging of the Francophone population

According to the 2009 Profile of Ontario's Francophone Community, the Francophone population is getting older. Between 2001 and 2006, the median age of Francophones was higher and rising faster. In fact, the Francophone community has a higher median age in every region of the province.

The health behaviour of Francophones

According to the Second Report on the Health of Francophones in Ontario (2005), Francophones have a poorer perception of their health than the overall Ontario population. They more frequently state that they have required help for at least one regular activity. There are also major differences between Francophones and other groups. For example, among Francophones, particularly in Northeastern Ontario, the proportion of daily smokers is noticeably higher and Francophone non-smokers are proportionately more likely to be exposed to second-hand smoke.

The shortage of professionals

Experts across the board — in HR, government, professional circles, in the health care and social services sectors — all

recognize the serious threats posed by the labour shortage, the reasons behind it, including ageing and retirement, and its potentially crippling effects. HealthForceOntario.ca frames the issues in a way that leaves no room for misunderstanding:

- Trend data indicate that Ontario faces a significant reduction in its health human resources workforce [...];
- Unless new ways of practising health care are introduced, Ontario will face a significant shortage of health care workers and Ontarians will risk receiving sub-optimal care.

There are four more good reasons for your organization, as a service provider in the area of health care and/or social services, to develop a bilingual service capability: accessibility, quality, effectiveness and safety.

The Accessibility Advantage

“Language barriers make it challenging for patients to obtain the care they’re entitled to.”

This is a direct quote from leading American medical expert Alexander R. Green, MD, Harvard Medical School, at

the 3rd Annual Convention of Société Santé en français in February 2007.

Canadian research also speaks loudly. In a study published by the University of Ottawa, researchers Louise Bouchard and Martin Desmeules revealed that members of Canada's minority Francophone and Anglophone communities are in poorer health than the majority population. The researchers noted that communication problems between doctors and patients from linguistic minorities are more frequent.

** A large part of the study's data was derived from Statistics Canada's Canadian Community Health Survey (CCHS) 2001-2003-2005.*

The Quality Advantage

According to many experts, delivery of health care services in a patient's language is a question of quality of care and risk management.

A literature review by P.E.I.'s French-language Health Services Network, in collaboration with Société Santé en français, supports that claim. Research has found that delivery of services in a patient's maternal tongue has many advantages:

- Evaluation of a patient's state of health is more accurate;
- Access to health care services, specifically to health promotion

and disease prevention activities, is improved;

- Treatment allows for greater interaction, which helps improve the therapeutic relationship and leads to more positive health outcomes;
- Patients understand their treatment plan better and are more likely to follow it;
- Patients are also more satisfied;
- The quality of care they receive is better, and;
- Risk management problems linked to service delivery become far less common.

Source: Undated summary of a position paper submitted to the Canadian Council on Health Services Accreditation (CCHSA) by Réseau des services de santé en français de l'Î.-P.-É., in collaboration with Société Santé en français.

The Effectiveness Advantage

Another literature review, this one by Health Nexus Santé which specializes in health promotion, confirms that the inability of organizations and professionals to adequately communicate in the user's language leads to negative outcomes, i.e.:

- Increased consultation time;
- Decreased quality of services where good communication is essential;

Did you know?

A Wirthlin Worldwide 2002 RWJF Survey found that one in five respondents have gone without care when needed due to language barriers.

- Overuse of emergency services; and
- Greater dissatisfaction with the level and quality of care received.

The Safety Advantage

The inability to communicate adequately in the user's language in matters of health care also raises serious safety concerns including:

- Increased chance of error in diagnosis or treatment;
- Decrease in the reliability of treatments.

Other analyses have shown that language barriers directly influence issues of informed consent and information privacy for health, both of which have extensive legal implications.

Consider this...

An article by Megan-Jane Johnstone and Olga Kanitsaki, entitled "Culture, language, and patient safety: Making the link," seems to indicate that failing to recognize the vital link between patients' culture and language and security "unacceptably exposes patients from a linguistic or ethno-cultural minority to harmful events avoidable in hospitals."

*Excerpt from a position paper by Réseau des services de en français de l'Î.-P.-É.,
in collaboration with Société Santé en français*



“

There are many steps in the process where things can go wrong. At each step, language barriers can lead to miscommunication. The end result is poor quality care.”

Alexander R. Green, MD, MPH

*Senior Faculty, The Disparities Solutions Center
Massachusetts General Hospital
- Harvard Medical School*

“

We clinicians are better educated and more scientific than ever before, but we have a great failing: we sometimes do not communicate effectively with our patients or with their families.”

PA Tumulty

*What is a clinician and what does he do?
New England Journal of Medicine 1970;283:20-24*

HIRING QUALIFIED BILINGUAL PERSONNEL

How and where to find qualified bilingual candidates: that's the challenge. When it comes to recruiting top bilingual talent, there is no magic solution. The key is to first determine the needs of your Francophone client base and the functions that must be performed within your organization in order to meet service requirements.

This is generally done through the development of both a service plan and a recruitment plan that clearly identifies the HR requirements in order to achieve bilingual service delivery objectives. The common practice is to designate bilingual positions within the organization.

To help you in this, here are some factors to consider as well as resources.

DESIGNATING POSITIONS

To develop a bilingual service capability, it will be necessary to designate certain key positions within your organization as bilingual.

When the language requirements of a position are bilingual, you must then determine the level of language proficiency

required in each of the official languages. The level of linguistic proficiency required must reflect the functions and responsibilities of the position to be carried out, and ensure that services of comparable quality are provided in both official languages.

Canadian Heritage has developed a guide to help organizations through this process.

For more information, visit:
www.pch.gc.ca/special/guide/index-eng.cfm

ASSESSING LEVEL OF LANGUAGE PROFICIENCY

To hire qualified bilingual candidates, you must do more than simply indicate, in a job posting for example, that the successful applicant must be bilingual.

In order to attract qualified applicants with the required language skills for reading comprehension, written expression and oral interaction, it is necessary to clearly spell this out in the documentation.

If necessary, you can hire an independent organization or agency, such as a language training institute, to help you to properly assess the level of language proficiency of applicants.

For more information, go to:
www.pch.gc.ca/special/guide/info2/104-eng.cfm

HIRING PROCESS

In addition to your usual hiring practices, it is necessary to clearly establish in all relevant documentation, including the job description, whether the position is designated as bilingual, as well as the required level of language proficiency.

If the position is not a bilingual one, you can still mention that knowledge of both official languages is an asset, or that bilingual applicants are encouraged to apply.

During the hiring process, your organization must have the ability to properly assess applicants' level of language proficiency in both oral and written communications.

To establish a linguistic profile and/or to view examples of bilingual position profiles, visit:
www.pch.gc.ca/special/guide/info2/104-eng.cfm

HIRING PROCEDURES AND METHODS

A larger number of bilingual applicants can be reached just by extending the visibility of the job posting outside your usual channels. Here are a few ideas to add to the mix:

IDEAS TO ADD TO YOUR HIRING PROCEDURES

AD PLACEMENT IN FRENCH-LANGUAGE MEDIA

- See media list at www.ofa.gov.on.ca

ONLINE ADVERTISING

- See the list in this kit

ANOTHER IMPORTANT ONLINE RESOURCE TO TARGET IS:

cliquezsante.ca

This Rifssso directory lists French-speaking professionals and services available in Ontario's health and social services sectors. You can also use it to advertize job postings free of charge, or as a head-hunting tool.



BILINGUAL OR FRENCH-LANGUAGE UNIVERSITIES AND COLLEGES

- See the list in this kit

SUPPORT NETWORKS AND ORGANIZATIONS

- See the list in this kit

RECRUITMENT AGENCIES AND HEAD HUNTERS

- Consult your local listings

SOMETHING ELSE TO CONSIDER

If you place an ad in an English-language newspaper, put in a line in French to the effect that the position is open to bilingual applicants.

PROVIDING AN ACTIVE OFFER OF SERVICES

An active offer is defined as all of the measures taken to ensure that French-language services are readily available, accessible and visible, and that the quality of these services is comparable to that of services offered in English.

Providing improved quality care and services is what an active offer of bilingual services is all about.

Doing so requires the adoption of in-house guidelines, policies and procedures as well as work practices and protocols. When taking such steps, an organization is actively demonstrating to staff as well as to the outside world the importance it places on responding to the needs of clients or patients.

ORGANIZATIONAL LEADERSHIP

As is the case in organizations about to undergo important changes, leadership comes from the top.

In most organizations, the board of directors usually sets the tone by adopting policies and a strategic plan, and by defining the organizations' clientele and service priorities.

From that point forward, an implementation plan is drawn up, service policies are developed and implemented, and procedures spelled out for the purpose of ensuring an active offer of service.

“As with any other process involving change, you will need to seek out active support from all levels of the organization: the board of directors, senior management, employees, volunteers and your clients and partners. [...] Even if your organization is not yet thinking about becoming designated under the law, the following criteria (established by the Office of Francophone Affairs [...]) are excellent guides [...] in offering services in French:

- Offer quality services in French on a permanent basis;
- Guarantee access to services in French;
- Have Francophones on the board of directors and in the executive;
- Develop a written policy that is adopted by the board of directors and sets out the agency’s responsibilities with respect to French-language services.”

Source: Work Together With Francophones In Ontario Guide, Healthy Communities Consortium

“ When you embrace the principles of an active offer, it shows that you take the needs of your clients seriously and that you are committed to removing the barriers that hinder access to services.”

*Work Together With Francophones In Ontario: Understanding the Context and Using Promising Practices
Healthy Communities Consortium Guide*

CLIENT SERVICE POLICIES

The organization's policies and procedures should be reviewed, especially those pertaining to client services and dealing with:

- access points and service areas;
- signage;
- oral and written communication, and;
- employee and volunteer orientation.

The Ontario French Language Services Commissioner also recommends the adoption of a policy for the handling of complaints about French-language services.

“ Filing a complaint is constructive when it has to do with ensuring respect for the user’s rights. It is the most effective way to express frustration and dissatisfaction with a lack of French language services or with their poor quality.

Those who complain help to improve the quality of French language health services, and make the agencies that deliver them and those that gave them their mandate accountable.”

François Boileau
French Language Services
Commissioner of Ontario

BEST PRACTICES RE: ACTIVE OFFER

An organization that provides services in both official languages must indicate it does so in clear terms. In other words, it must make an active offer of said services. This means implementing mechanisms that allow clients or patients to communicate with the organization in the official language of their choice.

An active offer of services in both official languages extends to the reception area, signage throughout the premises, recorded messages, the web site and all other methods used by the organization to interact with the public.

The following are examples of mechanisms that show an organization’s commitment to making an active offer of bilingual services.

ON THE TELEPHONE

Reception

- Always answer in both official languages.
- Depending on the province, start by using the official language of the majority followed by that of the minority.
- Continue to speak in the official language chosen by the client and use the corresponding documentation.

Call Transfer

- Keep a list of bilingual employees on hand.
- Inform your client when you are transferring them to someone else.
- Give them the name and telephone number of the person you are transferring them to and let them know that the person is bilingual.
- Inform your colleague of the client's language.

IN PERSON

Reception – Verbal Aspect

- Always greet your clients in both official languages.
- Depending on the province, start by using the official language of the majority followed by that of the minority.
- Continue to speak in the official language chosen by the client and use the corresponding documentation.

Reception – Visual Aspect

- Ensure that the official languages symbol is displayed in a place where members of the public can easily see it and points them towards areas where they can be served in both official languages.

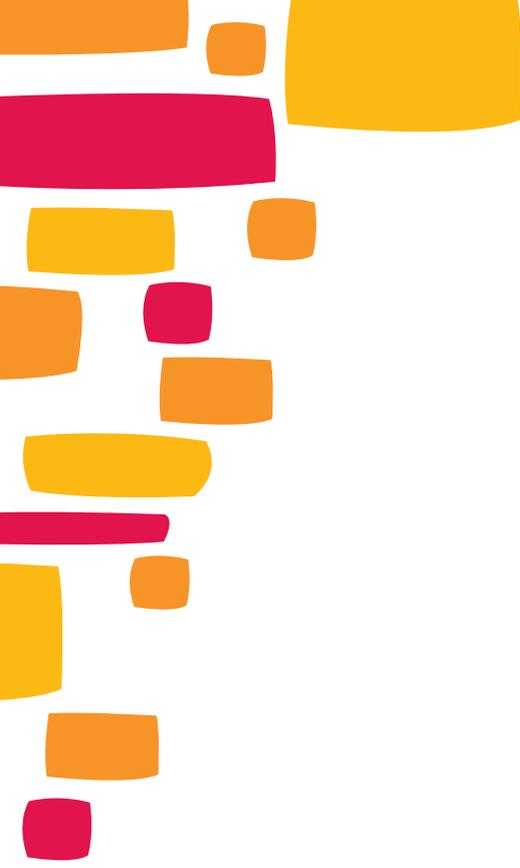
- Ensure that documentation, newspapers and magazines, etc., is available in French and in English.
- Occasionally ask your clients if the signage in your office clearly indicates its bilingual service.
- Share your clients' views with your supervisor and let him or her know what is missing or what visual characteristic of your office could be improved in order to make it welcoming to both language groups.

Referral to another employee

- Keep a list of bilingual employees on hand.
- Inform your client that you are going to ask someone else to see them.
- Give your client the name of this person and, if necessary, his or her telephone number.
- Let them know that the person is bilingual.
- Inform your colleague of the client's language.

Signage

Your organization must also use both official languages for signage. This rule applies to signs giving directions, those identifying your organization and messages



announcing an event. When there are no employees greeting the public personally, having information in the two official languages is very important.

Web sites and Electronic Communication

Your organization must also respect the language preferences of its clients in electronic communication, especially on your web site, in your emails, recorded messages and bulletin boards.

Source: *French Language Services Best Practices*
www.bonjour-hello.ca/en/?cat=271&catProv=CA

“ The current shortage is related to poor working conditions, which cause many people to leave the health care field. It is common for health workers to feel a greater sense of loyalty toward their patients than to their employers. The real challenge the health care system is now facing is to win staff loyalty.”

Dr. Graham Lowe, Guest Speaker
4th Annual Convention
Société Santé en français

WORKPLACE

Creating and maintaining a bilingual work environment is of paramount importance.

Bilingual organizations often complain about the difficulty of retaining the French-speaking members of their staff. To address this situation, the Healthy Communities Consortium has developed a questionnaire. It helps organizations figure out why this is happening and the steps that must be taken to resolve the problem.

FOR EXAMPLE:

Are French-speaking members of the staff regularly called upon to mostly serve Anglophone clients? Or do they have to handle Francophone clients in addition to their regular workload?

This can lead to frustration and impact the quality of their work.

Do they have the required French-language tools to effectively carry out their duties?

These can be professional tools such as technical and client documentation (e.g. assessment grids, intake and consent forms, information about procedures, brochures, etc.), or language aids such as a bilingual keyboard, dictionaries, glossaries and access to terminology banks.

Are French-speaking members of the staff regularly asked to translate or interpret?

When professionals are asked to take on duties other than those for which they were trained and/or hired, this can cause resentment.

Is speaking in French encouraged in the workplace?

The workplace atmosphere is a key element of employee satisfaction with the work situation.

Are French-speaking members of the staff offered French-language training or professional development opportunities?

Professionals usually welcome training and learning opportunities that promote skills development, e.g., report writing, professional terminology.

Do they have the opportunity to network with colleagues internally or peers externally?

Professionals also welcome the opportunity to network, exchange and share knowledge with peers in a French-language setting.

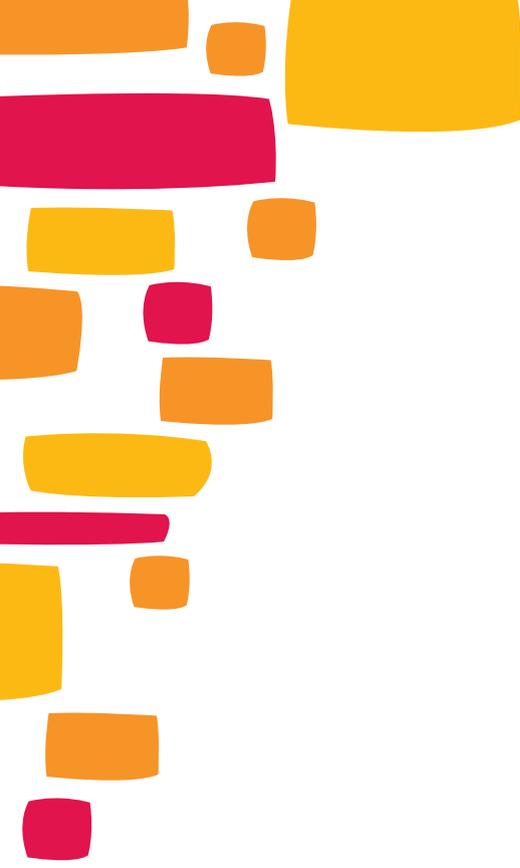
Do French-speaking members of the staff feel they have to always sell their organization on the benefits of their work?

If this is the case, the focus is no longer on serving clients or caring for patients, and the employee is at risk of leaving.

Answers to these questions will help your organization to create an attractive workplace where bilingual talent can thrive. To find out more, please visit the Canadian Heritage web site Making Your Organization Bilingual at:

www.pch.gc.ca/guide/index-eng.cfm

The web site offers tools and strategies to organizations looking to promote a new bilingual organizational culture. The content is general enough to be easily adapted to organizations in the private, public or volunteer sectors.



USEFUL RESOURCES AND SOURCES

A GOOD STARTING POINT

Do you have questions? Need to talk it over with an expert? Not sure where to start?

Contact Rifssso. We will gladly provide resources, information and act as your sounding board.

CALL:

416-968-6759 or
1-800-265-4399 toll free.

Or, if you prefer, send us an email at info@rifssso.ca

KEEP THIS IN MIND!

If you recently hired a bilingual professional, encourage them to register with Rifssso's cliquezsante.ca, an online French-language directory. They will also receive an e-newsletter about the latest developments and news.

The online directory is also used by members of the public who want to locate French-language health and social service resources in their area.

If your organization offers French-language health or social services, make sure you're in it too!

Bilingual or French-language universities and colleges in Ontario and members of the Consortium national de formation en santé (CNFS), which train and educate French-language professionals in the health and social services sectors

- **University of Ottawa**
www.cnfs.ca/uottawa
- **Laurentian University**
www.cnfslaurentienne.ca
- **La Cité collégiale**
cnfs.lacitec.on.ca
- **Collège Boréal**
www.collegeboreal.ca/programmes-cours/cnfs/

FRENCH-LANGUAGE MEDIA IN ONTARIO

- www.ofa.gov.on.ca

Online Advertising (Provincial sites)

- www.cliquezsante.ca
(click on Offres d'emploi)
- www.tfo.org
(click on Communauté et Annonces de la communauté)
- www.leblocnotes.ca
(send email and job offers to info@nexussante.ca)
- www.francoservice.info

INFORMATION ABOUT THE FRANCOPHONE POPULATION AND THE 1986 FRENCH LANGUAGE SERVICES ACT

- www.ofa.gov.on.ca

The office of the French Language Services Commissioner is a government agency that ensures compliance of the French Language Services Act.

- www.csf.gouv.on.ca/fr

OTHER ORGANIZATIONS THAT CAN PROVIDE SUPPORT AND INFORMATION

- **Réseau franco-santé du Sud de l'Ontario**
www.francosantesud.ca
- **Réseau du mieux-être francophone du Nord de l'Ontario**
www.reseaudumieuxetre.ca
- **Réseau des services de santé en français de l'Est de l'Ontario**
www.rssf.on.ca
- **Local Health Integration Network (LHIN)**
Each LHIN has a french language coordinator that can help you to deliver french language services
www.lhins.on.ca

OVER THE COUNTER TIPS

ENGLISH	FRENCH	PHONETICS
May I help you?	Puis-je vous aider?	POOEE-JE VOO-Z-DAY?
Can you wait a moment while I get the bilingual agent?	Pouvez-vous attendre une minute, je vais chercher l'agent bilingue?	POOVAY-VOO ATONDR (E) OON MEENOOT, JE VAY CHER-CHAY LAJON BEE LAING?
Can I leave him/her a message?	Puis-je lui laisser un message?	POOEE-JEE LOOI LAY-SAY UN MAYSAJ?
May I have your name please?	Puis-je avoir votre nom, s'il vous plaît?	POOEE-JE AVOOAR VOTRE(E) NON, S'EEL-VOO-PLAY?
Could you please spell your name?	Pouvez-vous épeler votre nom, s'il vous plaît?	POOVAY-VOO AYPLAY VOTR(E) NON, S'EEL-VOO-PLAY?
Could you please speak slowly?	Pouvez-vous parler lentement, s'il vous plaît?	POOVAY-VOO PARLAY LONTEMONT, S'EEL-VOO-PLAY?
Could you please repeat that?	Pouvez-vous répéter, s'il vous plaît?	POOVAY-VOO , REH-PAYTAY S'EEL-VOO-PLAY?
Would you like to make an appointment?	Désirez-vous prendre un rendez-vous?	DAYS-EE-RAY-VOO PRONDR(E) UN REND-AY-VOO?
Take a number please	Prenez un numéro, s'il vous plaît	PRE-NAY UN NOO-MAY-ROO, S'EEL-VOO-PLAY
Excuse me	Pardon	PAR-DON
Thank you	Merci	MARE-SEE
You're welcome	De rien	DE REE-AI(N)

ENGLISH	FRENCH	PHONETICS
Hello...	Bonjour..	BON-JOOR...
One moment please	Un moment, s'il vous plaît	UN MO-MON, S'EEL-VOO-PLAY
Hold the line please	Ne quittez pas	NE KEE-TAY PAH
I will transfer your call	Je vais transférer votre appel	JE VAY TRANS-FAY-RAY VOTR(E) AH-PEL
I'm sorry, he/she/the bilingual officer : <ul style="list-style-type: none"> • Is unable to take your call • Is at a meeting • Is away from the office 	Je regrette, il/elle/l'agent(e) bilingue: <ul style="list-style-type: none"> • Ne peut prendre votre appel • Est en réunion • Est hors du bureau 	JE RE-GRET, EEL/EL/LAJON BEE-LAING: <ul style="list-style-type: none"> • NE PEH PRONDR(E) VOTRE(E) AH-PEL • AY-T-EN RAY-U-NEO • AY OR DOO BEW-ROW
May I help you?	Puis-je vous aider?	POOEE-JE VOO-ZAY-DAY?
The line is busy	La ligne est occupée	LA LEE-GN AY-TO-O-COO-PAY
You have the wrong number	Vous avez composé le mauvais numéro	VOO-Z-AVAY COM-PO-ZAY LE MO-VAY-NOO-MAY-RO
Would you like to speak to someone else?	Voulez-vous parler à une autre personne?	VOO-LAY-VOO PAR-LAY A OON O-TRE PAIR-SON?
Do you wish to leave a message?	Désirez-vous laisser un message?	DAYS-EE-RAY-VOO LOOI LAY-SAY UN MAYSAJ?
May I have your phone number?	Puis-je avoir votre numéro de téléphone?	POOEE-JE AVOOAR VOTR(E) NOO-MAY-RO DE TAY-LAY-FUN, S'EEL-VOO-PLAY?
What is the area code?	Quel est l'indicatif régional?	KELAY LEND-EE-CAT-IF RAY-GEE-O-NAL?
May I have your fax number?	Puis-je avoir votre numéro de télécopieur?	POOEE-JE AVOOAR VOTR(E) NOO-MAY-RO DE TAY-LAY-CO- PEE-UHR?
Do you have an e-mail?	Avez-vous un courriel?	AVAY-VOO UN COO-REE-EL?
May I have your e-mail?	Puis-je avoir votre courriel?	POOEE-JE AVOOAR VOTR(E) COO-REE-EL?
Do you have a Website?	Avez-vous un site internet?	AVAY-VOO UN SIT-IN-TAIR-NET?
What is your Website address?	Quelle est l'adresse de votre site internet?	KALAY LA-DRESS DE VOTRE(E) SIT IN-TAIR-NET?
Thank you for your call	Merci de votre appel	MARE-SEE DE VOTRE(E) AH-PEL