

The CAN/HSO 11012:2018 Access to Health and Social Services in Official Languages Standard provides guidelines of excellence to help organizations aim to improve access to health and social services across the continuum of care in Canada's two official languages – French and English.

Typically, official language communities encountering communication challenges are more likely to:

- Receive a lower quality of health care generally
- O Have decreased access to adequate primary care or health prevention
- O Have increased risk of non-compliance with treatment plans
- O Experience higher rates of infectious disease and infant mortality

- O Underreport risk factors for serious and often chronic diseases, such as diabetes and heart disease
- O Experience longer lengths of hospital stay
- O Have decreased satisfaction with services
- Have increased likelihood of adverse events





What should I expect from health and social service organizations applying this standard?

As a member of a one of Canada's official language communities:

- I am actively offered health and social services in my preferred or required language by a trained bilingual staff.
- My right to receive health and social services in my preferred or required official language is heard, upheld and supported.
- My voice is heard, acknowledged, and respected to the greatest extent possible, in all aspects of service delivery or research participation.
- I am invited to fully participate in the development and maintenance of the organization's language access plan.
- Members on my care team are trained bilingual people and help me feel safe.
- The organization and service providers help remove or minimize language barriers.
- Service quality and accessibility is constant regardless of my identified language of preference or need.

HSO is committed to ensuring that every process and outcome of our work is informed, influenced and shaped by the people for which they matter most. Partnerships with people including patients, clinicians, administrators, academics and policy makers are therefore formed to ensure we co-design, develop and deliver the best possible products and services.

Join the movement by applying to our technical committees, reviewing our standards up for public review at https://healthstandards.org



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