

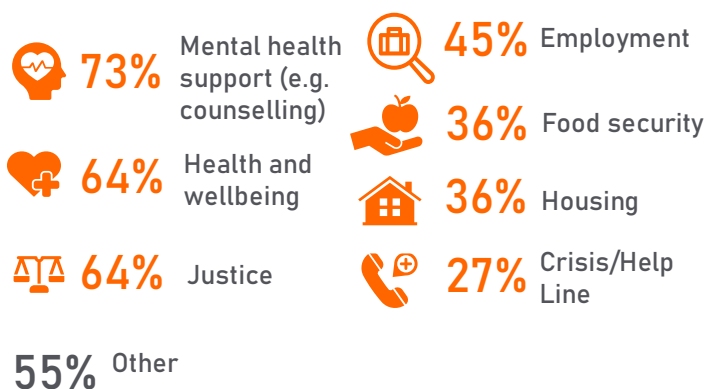
A survey was distributed by Inform'Elles to organizations in British Columbia (BC) to understand what supports and resources are available for French-speaking clients who have experienced gender-based violence (GBV) and how organizations who serve these clients could be better supported. The survey findings will be used to support program development within Inform'Elles. The survey was sent to 46 contacts at 34 organizations and was completed by 20 respondents (response rate of 43%). This document summarises the feedback collected from 20 respondents\* from 19\*\* organizations in BC.

**55% (11 of 20) of respondents' organizations offer GBV prevention or support services**

**45% (9 of 20) of respondents' organizations do not offer these services**

## Organizations offering GBV prevention and support services (n=11)

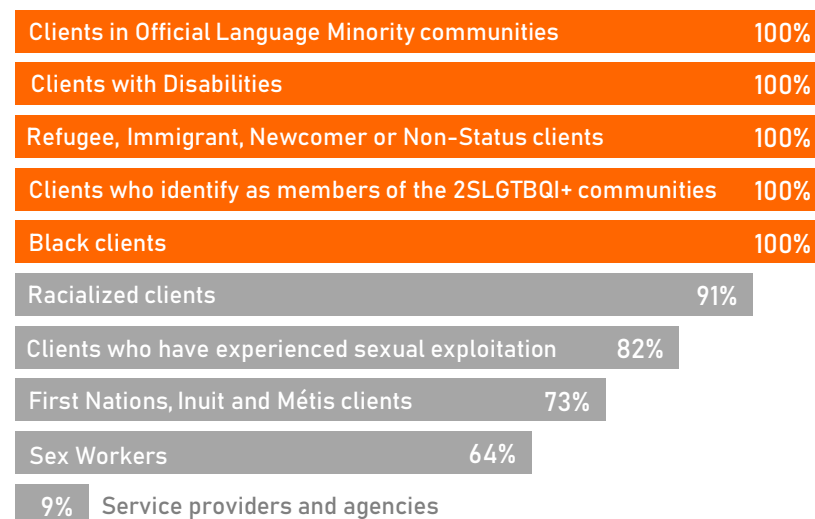
### Services Offered to Clients Experiencing Violence



Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

### Client Demographics

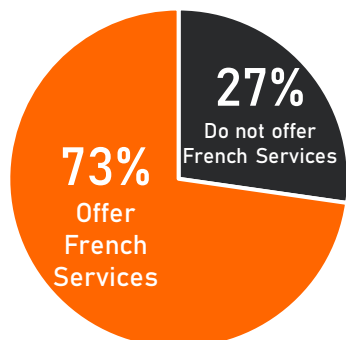
100% of respondents reported that their organization serves clients in official language minority communities (e.g. French-speaking clients in BC)



Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

## French services offered by these organizations

The majority of respondents (8 out of 11) said that their organization offers services in French



3 out of 11 of respondents reported their organization does not offer services in French to clients but would like to.

Organizations who do not offer services in French identified that they either **never serve French clients** or that there is **no demand**. One respondent was unsure of how frequently their organization served French clients.

Respondents cited **lack of capacity** and **difficulty recruiting qualified staff** as challenges that prevent their organization from offering French services.

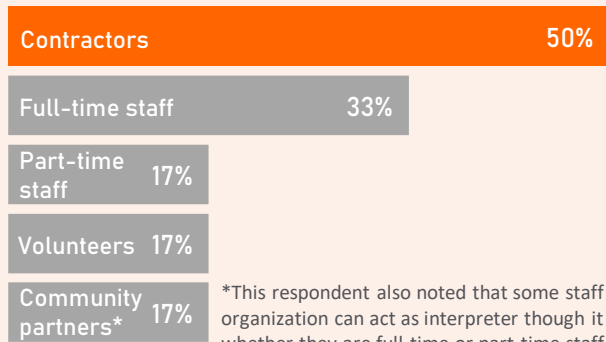
\* 1 organization had 2 respondents within different departments answer the survey. Another organization had a respondent complete the survey twice – the respondent's most recent answers were included in the analysis

\*\*Another organization had 2 respondents within different departments answer the survey but one respondent said the organization does not provide GBV services and they do not want supports. This respondent was excluded from the analysis.

## French services (continued)

**88%** (7 of 8) of organizations have access to interpreters

Half of respondents who have access to interpreters use **contractors (e.g. through an external provider/agency)** (n=6)



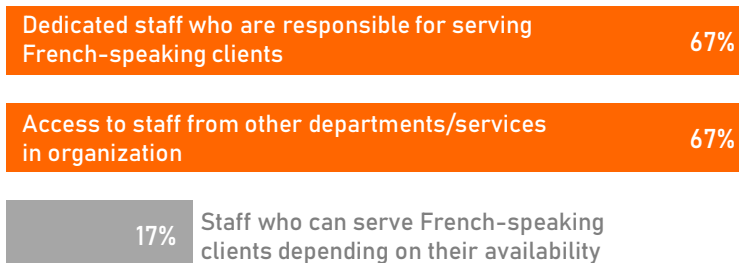
Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

**75%** (6 of 8) of organizations refer French speaking clients to another service or organization

- La Boussole
- Inform'Elles
- WAVAW
- Immigrant Multicultural Services Society
- Multicultural Heritage Society
- Francophone community
- Francophone Society
- Haven Society
- Justice Access Center
- RésoSanté
- Francophone Immigration Program

**75%** (6 of 8) of organizations have French-speaking/bilingual staff

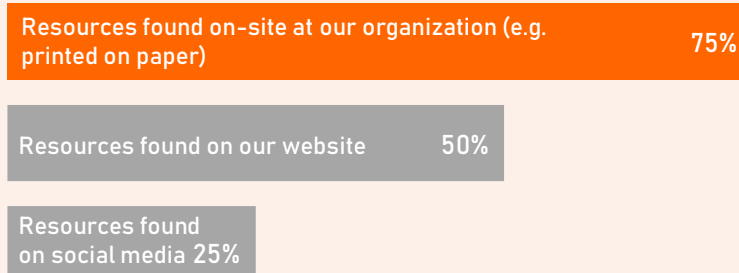
**67%** of respondents with bilingual staff have **dedicated staff** who are responsible for serving French-speaking clients and access to **staff from other departments/services in our organization** who can serve French-speaking clients (n=6)



Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

**50%** (4 of 8) of organizations have written resources in French (e.g. brochures)

**75%** of respondents with French written resources have **these resources on-site at their organization** (n=4)



Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

## How do clients access these services at your organization? (n=8)

**100%** When the client asks for services in French

**88%** When the referral source (e.g. an organization, or service provider) indicates the client prefers services in French

**88%** When a staff member notices a client speaking in a language other than English

**50%** When a staff member notices a client has trouble speaking English

Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

## Addressing French-speaking clients' needs

What are the main needs of the French-speaking clients your organization serves? (n=5)

The most commonly identified need/barrier of French-speaking clients was related to accessing services in their **language**.

Respondents also identified needs related to **status in Canada, food**, and **culturally specific needs**. One respondent said their French-speaking clients did not have different needs from their other clients.

“ Primary need is for the ability to communicate in French in order to fully understand their rights and options, so they can make informed decisions. ”

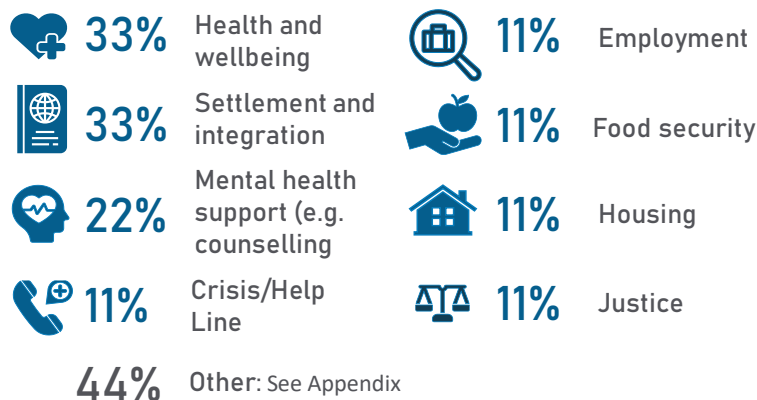
If an organization is unable to answer a French-speaking client's questions or meet their needs in French, they... (n=8)

- 1 Refer them to **another organization** (e.g. VictimLink, Francophone Society) (n=5)
- 2 Connect them with a **translation organization** or arrange an interpreter (n=3)
- 3 Connect them with a **French-speaking person in community** (respondent noted this is less common due to confidentiality) (n=1)

## Organizations not offering GBV prevention and support services (n=9)

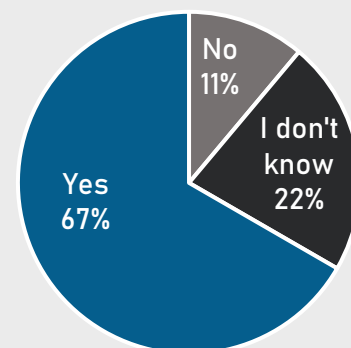
8 out of 9 organizations are francophone organizations (The non-francophone organization does produce written materials in French when they can access funding for this)

33% of respondents reported that their organization offers services for **health and wellbeing** and **settlement and integration services** for immigrants and refugees (n=9)



Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.

More than half of these organizations reported that their clients **need access to GBV prevention or support services** (n=9)



If organizations are unable to respond a client's questions or needs regarding GBV, **100% refer them to other organizations/services** (e.g. Inform'Elles, Réseau-Femmes, provincial health services, local resources, services offered in English or French) (n=8)

# Interest in accessing supports for all organizations

**100%** of respondents from **GBV prevention and support organizations** reported their organization would be **interested in accessing supports to better serve French-speaking clients** (n=10)

## What supports would be most helpful? (n=10)

More information about where to refer clients in need of language-specific services **80%**

Having access to an interpreter **40%**

Having French-speaking/bilingual staff **40%**

Training for staff **30%**

Volunteer support **20%**

**10%** Support for French-speaking staff to practice their French skills more regularly

*Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.*

### What challenges do organizations face in serving French-speaking clients? (n=4)

One respondent that has access to interpreters through a contactor highlighted that while their organization does not serve many French-speaking clients, they have experienced challenges when **hiring interpreters**. A respondent whose organization has dedicated staff responsible for serving French-speaking clients indicated that there are **not enough French-speaking staff** to serve French speaking women in situations of violence.

One respondent expressed a need for their organization to **build partnerships** and to be aware of available **services and supports** to be able to refer clients. Another respondent who has access to interpreters, French/bilingual staff and refers clients to other services and organizations explained that their organization may have **challenges if they had an influx of French-speaking clients**.

**100%** of respondents from **non-GBV prevention and support organizations** reported that their organization would be interested in **accessing supports to better serve clients experiencing GBV** (n=8)

## What supports would be most helpful? (n=9)

More information about where to refer clients in need of support services with regard to gender-based violence **100%**

Access to resources **67%**

Training for staff **67%**

Volunteer support **22%**

**22%** Other\* \*Services offered by and for francophones/francophiles (n=1); training in small groups (n=1)

*Note: Respondents were asked to select all that apply; percentages add up to greater than 100 in this question.*