

### **Questions to head of quality of care**

Those questions are designed to allow the Equity taskforce to be able to assess the structural factors in your institution that impact equity in care. They are thought to be answered by the head of quality of your institution. Thanks in advance for your help and participation!

- 1) Does your institution have several languages option for the most commonly used documents of information and consents distributed to patients? If yes what is the exhaustive list of available languages for those documents?
- 2) Does your institution offer ongoing or continuous training on cross-cultural skills for your employees? If yes, please provide a brief overview of these trainings, including flyers, brochures, and links to website if available. Who is eligible to take these trainings?
- 3) Does your institution offer translation services for allophones inpatients? If yes, what is the exhaustive list of languages offered for translation in person or on the phone?
- 4) Does your institution offer translation services for allophones outpatients? If yes, what is the exhaustive list of languages offered for translation in person or on the phone?
- 5) Is there in your institution an ambulatory care structure for people without legal documents to live in the country?
- 6) Do the healthcare professionals have access to deaf sign language translators?
- 7) Does your institution have a referent for issues related to migration and migrants?

Thank you so much for having taken the time to answer those questions.