

AGENDA
**FRENCH LANGUAGE SERVICES COMMITTEE/
COMITÉ DES SERVICES EN FRANÇAIS**

Wednesday, June 5, 2024 at 5:30 PM
Mercredi le 5 juin, 2024 à 17H30

Agenda Item / Items à l'agenda	Attachment
1. Call to Order / Appel à l'ordre	
1.1. Quorum	
1.2. Approval of agenda / Adoption de l'ordre du jour	P. 1
1.3. Declaration of conflict / Déclaration de conflits d'intérêts	
2. Minutes / Procès-verbal	
2.1. Approval of Previous Meeting's Minutes - June 8, 2023 / Adoption du procès-verbal de la réunion précédente – 8 juin 2023	P. 2-3
2.2. Business arising from the Minutes / Affaires découlant du procès-verbal	
3. Matters for Information / Questions d'information	
3.1 Detailed Compliance Criteria from the Ontario Ministry of Francophones Affairs	P. 4-5
3.2 Report from the Senior management delegate / Rapport du cadre supérieur délégué	P. 6-7
3.3 Annual Dashboard 2023-2024 / Tableau de bord annuel 2023-2024	P. 8
3.4 Summary of the Annual French Language report to the Ministry / Sommaire du rapport annuel au Ministère sur les services de santé en français	P. 9-31
4. Matters for Discussion and/or Decision / Questions de discussion et/ou décisions	
4.1 French Language Services Policy Framework / Cadre politique détaillé sur les Services en Français THAT the French Language Services Committee recommend to the Board of Directors the approval of the French Language Services Policy Framework (BOR.04.002) as presented.	P. 32-36
4.2 Resolution from the Board to maintain the provision of French language services across HGMH / Résolution du Conseil qui vise à maintenir la prestation des services en français dans l'ensemble de l'HGMH THAT the French Language Services Committee recommend to the Board of Directors the resolution to maintain the provision of French language services across HGMH as presented.	P. 37
4.3 Letter to be sent to the Ministry of Health / Ministry of Long-Term Care on the Full designation under the FLSA / Lettre à faire parvenir au Ministère de la Santé / Ministère de soins de longue durée	P. 38-40
4.4 Review of Terms of Reference / Révision des termes de référence	P. 41-42
5. Date of Next meeting / Prochaine réunion – TBC 2024	
6. Adjournment / Ajournement	

**MINUTES OF THE FRENCH LANGUAGE
SERVICES COMMITTEE
THURSDAY, JUNE 8, 2023 AT 13H00
BY VIRTUAL/TEAMS**

PRESENT: C. Larocque L. Cardinal
F. Wetering Dr. S. Robertson
L. Ramsay R. Alldred-Hughes

The meeting was called to order at 1:00 p.m.

1. ADOPTION OF AGENDA

1.1 MOVED by Dr. S. Robertson and
SECONDED by L. Cardinal. THAT the
agenda for the meeting of June 8, 2023
be adopted as presented.

1.2 There were no declarations of conflict of
interest.

2. MINUTES

**2.1 Adoption of the Minutes of the meeting
of April 11, 2022**

MOVED by L. Cardinal and SECONDED by
Dr. S. Robertson. THAT the minutes for the
meeting of April 11, 2022 be adopted as
presented.

2.2 Business Arising from the Minutes

No business arising from the minutes.

3. MATTERS FOR INFORMATION

3.1 Annual Dashboard 2021-2022

The annual dashboard with data from 2021-
2022 was reviewed by the members of the
committee.

3.2 Annual Dashboard 2022-2023

The annual dashboard with data from 2022-
2023 was reviewed by the members of the
committee.

**PROCÈS-VERBAL DU COMITÉ DES
SERVICES DE SANTÉ EN FRANÇAIS
JEUDI LE 8 JUIN, 2023 À 13H00
PAR TÉLÉCONFÉRENCE/TEAMS**

PRÉSENCE: C. Larocque L. Cardinal
F. Wetering Dr. S. Robertson
L. Ramsay R. Alldred-Hughes

La réunion a été ouverte à 13h00.

1. ADOPTION DE L'ORDRE DU JOUR

1.1 PROPOSÉ par Dr. S. Robertson,
APPUYÉ par L. Cardinal que l'ordre du
jour pour la réunion du 8 juin, 2023 soit
adoptée tel que présenté.

1.2 Aucune déclaration de conflit d'intérêts.

2. PROCÈS-VERBAL

**2.1 Adoption du procès-verbal de la réunion
du 11 avril, 2022**

PROPOSÉ par L. Cardinal, APPUYÉ par
Dr. S. Robertson que le procès-verbal pour
la réunion du 11 avril, 2022 soit adoptée tel
que présenté.

2.2 Affaires découlant du procès-verbal

Il n'y a aucune affaire découlant du procès-
verbal à discuter.

3. QUESTIONS D'INFORMATION

3.1 Tableau de bord 2021-2022

Le tableau de bord pour l'année 2021-2022
fut révisé avec les membres du comité.

3.2 Tableau de bord 2022-2023

Le tableau de bord pour l'année 2022-2023
fut révisé avec les membres du comité.

4. MATTERS FOR DISCUSSION/DÉCISIONS

4.1 Review of the terms of reference

Terms of reference were reviewed

Language from other Board Committee Terms of Reference will be used for quorum.

It was agreed to amend the membership by removing the following:

- member from the nursing services (ONA) as a guest on an ad hoc basis;
- member from the CUPE as a guest on an ad hoc basis;
- member of the RESEAU or the Ministry of Health and Long-Term Care as a guest on an ad hoc basis.

MOVED by L. Cardinal and SECONDED by Dr. S. Robertson. THAT the Terms of Reference be recommended for approval at the Governance Committee as amended.

4.2 Summary of the Annual French Language services report to the Ministry

L. Ramsay went through the report submitted to the Ministry.

5. DATE OF NEXT MEETING

To be confirmed, 2024

8. ADJOURNMENT

The meeting adjourned at 1:33 p.m.

K-L. Massia, recording secretary

4. QUESTIONS DE DISCUSSION /DÉCISION

4.1 Révision des termes de référence

Les termes de référence furent revus.

Le langage standardisé des termes de références des autres comités du conseil sera utilisé pour le quorum.

Il a été convenu de modifier la composition en supprimant les membres suivants :

- membre des services infirmiers (ONA) en tant qu'invité;
- membre de CUPE en tant qu'invité;
- membre du RESEAU ou du ministère de la Santé et des Soins de longue durée en tant qu'invité.

PROPOSÉ par L. Cardinal, APPUYÉ par Dr. S. Robertson que les termes de référence, soit recommandés au Comité de la Gouvernance pour approbation, tel qu'amendé.

4.2 Sommaire du Rapport annuel au Ministère sur les services de santé en français

L. Ramsay a présenté le rapport soumis au Ministère.

5. DATE DE LA PROCHAINE RÉUNION

A l'appel du président.

8. LEVÉE DE LA SÉANCE

La séance est levée à 13h33.

K-L. Massia, secrétaire de séance

Detailed Compliance Criteria

Agenda Item 3.1

The Ontario Ministry of Francophones Affairs provides a list of criteria that are evaluated to determine compliance with the FLSA. This list is divided in 6 sections, including Governance, Direct services to clients, Visual identification and communications, Accountability, Human resources policy and planning, and Community support.

Governance:

1. Resolution adopted by the board or governing body to seek a designation (or to support compliance reporting for an existing designation).
2. Policy framework for French language services to support the current and future offer of French language services.
3. Detailed statement describing the responsibilities of the board of directors or governing body and the senior management team with respect to French language services, approved by the board or governing body.

Direct services to clients:

4. All telephone services, including voice messages and interactive response systems, are actively offered in French.
5. French language services are actively offered by the organization at all points of contact. Upon first interaction, clients choosing to be served in French are identified and will continue to be served in French at every step without having to ask for French services.
6. Contracts signed with third parties that offer services to clients on behalf of the organization seeking designation contain clause(s) stating their obligations to ensure the quality and active offer of French language services to clients.
7. Mechanisms to assess the quality of the delivery of French language services, such as a survey and complaint process, are available in French and are clearly communicated to clients.

Visual identification and communications:

8. Information on designated services is clearly posted in French on the organization's main webpages. Relevant webpages, including those pertaining to designated services, are available in French.

9. Any exterior signage is available in French. If the name of the organization exists only in English, the signage must indicate that French language services are available.
10. Any interior signage is available in French and bilingual employees are identified. If the organization offers partial French language services, French signage must be visible from the entrance to guide the public to services in French.
11. Admission forms and other documents intended for clients are available in French or in a bilingual format and are actively offered to the French-speaking clientele. The English version of such documents shall include a message in French noting that they are also available in French.
12. Correspondence addressed to the organization in French is responded to in French and the organization's letterhead is available in French or a bilingual format.
13. Communications and publications intended for the public concerning services covered by the designation (including pamphlets, brochures, public notices and press releases) are simultaneously available in English and French. The English version of such documents shall include a message in French noting that they are also available in French.

Accountability:

14. A senior manager has been identified to assume oversight and accountability for the delivery of French language services.
15. A mechanism is in place to review and address French language services issues and complaints, and a report on French language services accomplishments and issues is submitted at least once a year to the board of directors or governing body.

Human resources policy and planning:

16. Ensure that a mechanism is in place to support the permanency and continuance of French language services.
17. Put in place strategies to recruit, hire and retain qualified personnel and volunteers with the required level of proficiency in French.
18. Offer training for employees who do not fully meet the linguistic requirements for their designated position.
19. Identify all designated bilingual positions, the required levels of French language proficiency, whether the positions are vacant or filled and whether the incumbents meet the proficiency requirements.

Community support – only for new designations:

20. Letters of support for the designation from Francophone individuals or organizations in the region

French Language Services Committee

Agenda Item 3.2

French Language Services Status Report

Purpose / Recommendation

The French Language Status Report is provided to comply with the *French Language Services Act* (FLSA) requirement which requires the Board of Directors to receive a report at least once a year on accomplishments and issues regarding French language services. As such, this report allows the Hospital and its Board of Directors to demonstrate and promote organizational accountability toward the provision of services in French, as well as to monitor indicators that speak to our ability to meet the needs and expectations of Francophones.

HGMH needs to submit two report (both requested by OH East / Ministry)

- FLS annual report: submitted via the Ministry of Health FLHSD (Due end of June)
- Evaluation of designated organization (20 requirements)

Questions for Consideration

Taking into consideration FLSA compliance requirements: does this report provide sufficient information for the members of the French Language Services Committee and the Board of Directors to fulfill their requirement under the FLSA (*Requirement 15*)?

Enterprise Risk Profile

Compliance - HGMH is compliant with legislative requirements under the FLSA.

Introduction / Background

This report provides an update on key indicators to monitor our capacity to provide services in French and our performance with respect to the consistency and quality of our French language services. It ensures that HGMH includes FLS in its linguistic strategy and planning to ensure it is meeting its linguistic needs and respects the linguistic rights of the Francophone population by offering services in their preferred official language. HGMH hopes that it provides a positive experience for patients who prefer to receive services in French, and that it complies with the requirements of the FLSA.

To meet the needs, rights, and expectations of the Francophone community, which has a significant presence in our region, HGMH is committed to providing all of its services in French.



The concept of active offer is described as: An approach that is based on proactively offering service in French rather than expecting patients to ask for it. This approach is essential in ensuring optimal responsiveness to the needs, rights and expectations of Francophones who prefer service in French.

Analysis / Update

This section provides information on the following items: regulatory landscape, details regarding the official languages' framework and main indicators of services in French.

a) Regulatory Landscape - French Language Services Act: HGMH is committed to providing all patient services in both official languages. This commitment is in line with the Hospital's full designation status under the FLSA, which compels the Hospital to ensure the availability and quality of service in French to all its services.

b) Official Languages Framework: The HGMH French Language Services Framework provides the capacity to define, structure, support and promote official languages objectives. This Policy framework for French language services is to support the current and future offer of French language services.

c) Main indicators for offer of services in French: Agenda item 3.3 Annual Dashboard 2023-2024 contains all the data on the demand for services in French, staff, physician and volunteers' bilingual capacity, patient satisfaction, complaints, board composition and senior leadership team bilingual capacity.

Risk / Opportunity Analysis

Risks related to the provision of services in both official languages and obligations pursuant to the FLSA can be mitigated through awareness, guidance, and support for staff, namely clinical managers, and their teams. As clinical managers are responsible to determine the number of French-English bilingual positions that are required for each role, on each shift, to ensure access to service in French, as well as to conduct recruitment based on this determination, it is a priority to ensure they are well informed and supported in making bilingual recruitment decisions. As we rely on employees to offer services in the preferred official language, regardless of individual employee French language proficiency, it is a priority to ensure they are well informed of active offer best practices, and that they receive training and resources to help them communicate the Hospital's readiness to provide service in French and ensure that service is provided in the preferred official language. Even if our new interpretation agreement with UHN, may mitigate the risk of not providing adequate French language services by our current staff, it is still better to have employees who are able to offer services in the preferred official language to Francophone patients of our community.

Respectfully submitted

Linda S. Ramsay

VP of Corporate Services and CFO

June 5, 2024



Detailed report

Glengarry Memorial Hospital - 2023-2024

LHIN: Champlain

Agency Status: Fully Designated

Report Status: Submitted

Section 1: Information on the agency

1.1 – Letters patent: Glengarry Memorial Hospital

1.2 – Address:

20260
County Rd 43
Alexandria, Ontario K0C 1A0

1.3 – Person responsible for the plan / Resource Person:

Contact Type	Name	Email	Job Title	Phone
Person responsible for the Plan	Robert Alldred-Hughes	ralldred-hughes@ hgmh.on.ca		(613) 525-2222
Resource Person	Linda Ramsay	lramsay@hgmh.on.ca		(613) 525-2222 x 4103

1.4 – Organizational type or category: Hospital Services

1.5 – Clientele: A Francophone minority: 49% and less of clients are Francophone

1.6 – Brief description of the background of the agency or organization:



Glengarry Memorial Hospital is a patient-centered primary care hospital that has been established in Alexandria, Ontario for over 50 years. It has 37 beds in 2 units: Acute and Rehabilitation. HGMH provides acute care, 24-hour emergency services, and rehabilitation to over 23,000 residents every year. Our team includes 180 staff members, who all take pride in bringing quality health care to our local Eastern Ontario community. Other services include: laboratory (inpatient and community), ultrasound, radiology, bone mineral densitometry, cardiac stress testing, physiotherapy and rehabilitation, pulmonary function testing laboratory. We also have six family physicians with offices onsite and host a variety of patient clinics by onsite specialists, including gastroenterology, urology, internal medicine, respirology, endoscopy, OB/GYN, and neurology.



Section 2: information on the application for designation

2.1 – Type of application: Fully Designated

2.2 – List of all programs/services offered by agency: Ambulatory clinics: cardiology, minor and general surgery, gastroenterology, gynecology/obstetrics, internal medicine, family medicine, neurology, orthopedics, respirology, urology, telemedicine. Departments: Diagnostics (x-ray, bone mineral densitometry, ultrasound), Laboratory, Pharmacy, Physiotherapy and Rehabilitation, Medicine Unit (22 inpatient beds), General Rehabilitation and Post Acute Stroke Rehabilitation Unit (15 inpatient beds), Emergency Department (open 24/7/365), Health Information Services, Community Wide Scheduling

2.3 – If the designation is partial, specify which programs or services are the subject of the application:

2.4 – Indicate whether the agency offers services – which are not covered by this application – on behalf of another ministry: No

2.5 – Indicate whether the agency provides services on behalf of another ministry under its designation:

2.6 – Provide a brief description of any expertise or unique service offered by the agency:



Section 3: Information on the community

3.1 – Name of the city(its) and/or region(s) served:

City / Region 1	City / Region 2	City / Region 3
Township of North Glengarry	Township of South Glengarry	

3.2 – Population:

Name	Region	Year	Total Population	Francophone Population	Percentage
North Glengarry	East	2021	10145	3915	38.59
South Glengarry	East	2021	13330	3935	29.52

3.3 – Clientele:

Total number of visits: 30861

of visits by francophone client: 13602

Percentage: 44,08%

Total number of unique clients:

of Francophone clients:

Percentage: %



Section 4: Requirements and Compliance

4.1 – Elements to incorporate to administrative by-laws

Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Governance	1. Board resolution to seek designation - Not required for FLHSD report					Not Started
Governance	2. FLS Policy Framework	2024.06.20 Letter from Board.docx, board_french_language_services_committee_tor_2017.docx, board_french_language_services_committee_tor_2017_french.docx, co_01_030_2_19_active_service_offer_personnel_and_bilingual_services.pdf, COR.03.009.0.24 French Language Services.docx, corporate_bylaw_4_2.pdf, corporate_bylaw_8_1.pdf, hr_01_018_2_14_staffing.pdf, Motion_Resolution June 19 2024.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Governance	3. Approved FLS responsibilities of the board and senior management team	CO.01.030.3.21 Active Service Offer - Personnel and Bilingual Services.doc, corporate_bylaw_10_3.pdf, corporate_bylaw_4_2.pdf, HGMH - Corporate By-law - Extract Page 7.pdf, Responsibilities of the Board and Governing body.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Direct services to clients	4. Telephone Services	CO.01.031.3.20 Communication.docx, co_01_030_2_19_active_ser vice_offer_personnel_and_bi lingual_services.pdf, co_01_031_3_20_communic ation.pdf, Hospital Main Greeting_July 12, 2023.docx, hospital_main_greeting_july _14_2020.docx, hr_01_018_2_14_staffing.pd f, Laboratory Phone Tree Script March 2024.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Direct services to clients	5. FLS Active Offer and client identification	ADM-046-16 - ADM - ER-IN Registration Extract Page 7.pdf, Admission Screenshot Linguistic Capture.pdf, co_01_030_2_19_active_ser vice_offer_personnel_and_bi lingual_services.pdf, hr_01_018_2_14_staffing.pd f	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Direct services to clients	6. Third party contracts	EORLA - Service Agreement Extract Page 11.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Direct services to clients	7. Complaints and client satisfaction survey	2020_patient_handbook_fra.pdf, CO.01.016.5.22 Patient - Patient Family Complaint Policy.pdf, co_01_016_4_16_patient_family_complaint_process.pdf, cpes_survey_fr.pdf, ED Patient Survey English w French.pdf, edpec_survey_fr.pdf, patient_relations_hospital_glengarry_memorial_hospital.pdf, Survey Form Inpatient Rehab.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Visual identification and communications	8. Organizational Website	BOD.01.001.0.23 Communication and Hospital Spokesperson.docx, CO.01.031.3.20 Communication.doc, co_01_031_3_20_communication.pdf, co_01_056_0_16_social_media_policy.pdf, COR.08.005.00.24 Social Media.docx, Information on website FLS.docx, screen_shot_facebook.pdf, screen_shot_website.pdf, section_4_2_3_a_screen_shot_admitting.jpg, Website screenshot.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Visual identification and communications	9. Exterior Signage	co_01_020_2_18_signage.pdf, exterior_signage.pdf, Outside Directional Signage.jpg	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Visual identification and communications	10. Interior Signage	co_01_020_2_18_signage.pdf, COR.01.007.0.23 - Signage.pdf, COR.10.003.0.24 ID Badges.pdf, ID Badge.jpg, Interior Wayfinding Signage.jpg, Mask signage.jpg, panneau_direction.jpg, section_4_3_3_b_.jpg	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Visual identification and communications	11. Documents intended for Clients	2020_patient_handbook_fra.pdf, 451_40_04_21000050_patient_leave_against_med_advice.pdf, 467_19_14_colles_fractures_exercises_french_english.pdf, 491-15-22 CONSENT TO DISCLOSE PERSONAL HEALTH INFORMATION.pdf, 51-E-06-16 (23000045) Consent to Medical Treatment - 2017.pdf, 810-01E-24 Clinical Ethics Consultation Service ENG.pdf, 810-01F-23 Clinical Ethics Consultation Service French_DL.pdf, co_01_031_3_20_communication.pdf, co_01_046_4_19_policy_for_m_and_sop_process.pdf, COR.01.009.0.23 Policy Form and Standard Operating Procedure Process.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Visual identification and communications	12. Correspondence in French	co_01_031_3_20_communication.pdf, HGMH Letterhead.docx, letterhead.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Visual identification and communications	13. Communications and Publications Intended for the Public	2020_patient_handbook_fra.pdf, 467_19_14_colles_fractures_exercises_french_english.pdf, BOD.04.001.0.23 Senior Management Language Skills.pdf, co_01_020_2_18_signage.pdf, co_01_031_2_17_written_communication.pdf, co_01_031_3_20_communication.pdf, co_01_056_0_16_social_media_policy.pdf, Departmental Cards (ER&CWS).pdf, FACEBOOK_Screenshot.docx, PHYSIOTHERAPY APPOINTMENT CARD.pdf, Responsibilities of the Board SLT and FLS SL.docx, SOP.01.001.0.24 Translation of Documents.pdf, VP Support Services and CFO.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Accountability	14. Senior Manager accountable for FLS	cfo_job_fact_sheet_2019.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Accountability	15. Complaints management and FLS reporting	2020_patient_handbook_fra.pdf, 2023.06.14 Board of Directors Meeting Agenda.doc, 51_a_83_13_complaint_documentation_and_follow_up.doc, CO.01.016.5.22 Patient - Patient Family Complaint Policy.docx, co_01_016_4_16_patient_family_complaint_process.pdf, French Language Services DashBoard 2020-2021.xlsx, French Language Services DashBoard 2021-2022.xlsx, French Language Services DashBoard 2023-2024.xlsx, French Language Services Minutes 2023.06.08.docx, Report to the Board of Directors.docx, TOR - Board French Language Services Committee 2023.docx	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Human resources policy and planning	16. Human Resources Policy	51-A-278-22 Staff Action-Position Approval Form.docx, 51-A-58-21 Language Proficiency Evaluation Tool.docx, CO.07.023.2.21 Second Language Training.doc, COR.03.001.0.23 Interpretation Services Request.pdf, COR.08.004.0.23 Staff Recruitment.docx, HR.01.020.2.22 Hiring - Designated Bilingual Positions.doc, hr_01_018_2_14_staffing.pdf	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Human resources policy and planning	17. Staffing of personnel and volunteers proficient in French	2020_25_reg_pt_bookkeeper_external_eng_.pdf, 2020_25_reg_pt_bookkeeper_external_fr_.pdf, 51-A-03-21 Application for Appointment to Professional Staff.pdf, 51-A-58-21 Language Proficiency Evaluation Tool.doc, Auxiliary Application.pdf, HR.01.018.2.14 Staffing.docx, HR.01.021.2.14 Hiring - Professional Staff Shortages.doc, HR.01.032.1.14 External Job Postings.doc, hr_01_019_2_14_staff_recruitment.doc, hr_01_032_1_14_external_job_postings.doc, J0223-0092 reg PT Medical Clerk_FRN.doc, J0223-0092 Medical Clerk.doc	Linda S. Ramsay	2024-05-31	2024-05-31	Completed



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Human resources policy and planning	18. Linguistic Training	2019_06_11_tuesday_report .pdf, 2024.01.05 Bi-Weekly Blitz.pdf, 2024.01.12 Physicians Newsletter_Offer of French Language Training.pdf, co_07_023_2_19_second_language_training.pdf, HR.01.021.2.14 Hiring - Professional Staff Shortages.docx, hr_01_021_2_14_hiring_professional_staff_shortages.doc	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Human resources policy and planning	19. Human Resources Plan	FLS HR Plan 2024_Glengarry Memorial Hospital - 2023-2024.xlsx, hr_01_019_2_14_staff_recruitment.doc	Linda S. Ramsay	2024-05-31	2024-05-31	Completed
Community support	20. Letters of support - Not required for FLHSD report					Not Started
Appendix 1	Appendix 1 - Copy of the agency's certificate of incorporation (Optional - new designation only)					Not Started
Appendix 2	Appendix 2 - Copy of the letters patent (Optional - new designation only)					Not Started
Appendix 3	Appendix 3 - Letter from the agency to the relevant ministry or ministries* requesting designation (Optional - new designation only)					Not Started
Appendix 4	Appendix 4 - Resolution by the Board of Directors approving the request for designation					Not Started



Section Name	Compliance Requirements	Supporting Documents	Person Responsible	Start Date	Anticipated End Date	Status
Appendix 5	Appendix 5 - Documents required for Section 4					Not Started
Appendix 6	Appendix 6 - Human Resources Plan					Not Started
Appendix 7	Appendix 7 - Letters of support from the community (Optional - new designation only)					Not Started

**Section 5: Community Support****Supporting Documents**

Document Name	Description	File Type
2019_06_11_tuesday_report.pdf	Communication interne	pdf
2020_25_reg_pt_bookkeeper_external_eng_.pdf	Version anglaise	pdf
2020_25_reg_pt_bookkeeper_external_fr_.pdf	Version francaise	pdf
2020_patient_handbook_fra.pdf	Guide aux patients et familles	pdf
2023.06.14 Board of Directors Meeting Agenda.doc		doc
2024.01.05 Bi-Weekly Blitz.pdf		pdf
2024.01.12 Physicians Newsletter_Offer of French Language Training.pdf		pdf
2024.06.20 Letter from Board.docx		docx
451_40_04_21000050_patient_leave_against_med_advice.pdf	Départ du patient sans le consentement	pdf
467_19_14_colles_fractures_exercises_french_english.pdf	Exemple de document destiné au public	pdf
491-15-22 CONSENT TO DISCLOSE PERSONAL HEALTH INFORMATION.pdf		pdf
51_a_83_13_complaint_documentation_and_follow_up.doc	Documentation - Plainte	doc
51-A-03-21 Application for Appointment to Professional Staff.pdf		pdf
51-A-278-22 Staff Action-Position Approval Form.docx		docx
51-A-58-21 Language Proficiency Evaluation Tool.doc		doc
51-A-58-21 Language Proficiency Evaluation Tool.docx		docx
51-E-06-16 (23000045) Consent to Medical Treatment - 2017.pdf		pdf



Document Name	Description	File Type
810-01E-24 Clinical Ethics Consultation Service ENG.pdf		pdf
810-01F-23 Clinical Ethics Consultation Service French_DL.pdf		pdf
ADM-046-16 - ADM - ER-IN Registration Extract Page 7.pdf		pdf
Admission Screenshot Linguistic Capture.pdf		pdf
Auxiliary Application.pdf		pdf
board_french_language_services_committee_to_r_2017.docx	Mandat du Comité du Conseil sur les services de santé en français (version anglaise)	docx
board_french_language_services_committee_to_r_2017_french.docx	Mandat du Comité du Conseil sur les services de santé en français (version française)	docx
BOD.01.001.0.23 Communication and Hospital Spokesperson.docx		docx
BOD.04.001.0.23 Senior Management Language Skills.pdf		pdf
cfo_job_fact_sheet_2019.pdf	Description tâches - Directrice des Finances	pdf
CO.01.016.5.22 Patient - Patient Family Complaint Policy.docx		docx
CO.01.016.5.22 Patient - Patient Family Complaint Policy.pdf		pdf
CO.01.030.3.21 Active Service Offer - Personnel and Bilingual Services.doc		doc
CO.01.031.3.20 Communication.doc		doc
CO.01.031.3.20 Communication.docx		docx
CO.07.023.2.21 Second Language Training.doc		doc
co_01_016_4_16_patient_family_complaint_process.pdf	Processus pour plainte	pdf
co_01_020_2_18_signage.pdf	Affichage	pdf
co_01_030_2_19_active_service_offer_personnel_and_bilingual_services.pdf	Politique "Active service offer"	pdf
co_01_031_2_17_written_communication.pdf	Communication écrite	pdf
co_01_031_3_20_communication.pdf	Communication	pdf



Document Name	Description	File Type
co_01_046_4_19_policy_form_and_sop_proces s.pdf	Policy, Forms and Standard Operating Procedures	pdf
co_01_056_0_16_social_media_policy.pdf	Social Media Policy	pdf
co_07_023_2_19_second_language_training.pdf	Formation	pdf
COR.01.007.0.23 - Signage.pdf		pdf
COR.01.009.0.23 Policy Form and Standard Operating Procedure Process.pdf		pdf
COR.03.001.0.23 Interpretation Services Request.pdf		pdf
COR.03.009.0.24 French Language Services.docx		docx
COR.08.004.0.23 Staff Recruitment.docx		docx
COR.08.005.00.24 Social Media.docx		docx
COR.10.003.0.24 ID Badges.pdf		pdf
corporate_bylaw_10_3.pdf	Règlement d'entreprise 10.3	pdf
corporate_bylaw_4_2.pdf	Règlement d'entreprise 4.2	pdf
corporate_bylaw_8_1.pdf	Règlement d'entreprise 8.1	pdf
cpes_survey_fr.pdf	Sondage de satisfaction- unité patient	pdf
Departmental Cards (ER&CWS).pdf		pdf
ED Patient Survey English w French.pdf		pdf
edpec_survey_fr.pdf	Sondage de satisfaction - urgence	pdf
EORLA - Service Agreement Extract Page 11.pdf		pdf
exterior_signage.pdf	Affichage extérieur	pdf
FACEBOOK_Screenshot.docx		docx
FLS HR Plan 2024_Glengarry Memorial Hospital - 2023-2024.xlsx		xlsx
French Language Services DashBoard 2020- 2021.xlsx		xlsx
French Language Services DashBoard 2021- 2022.xlsx		xlsx
French Language Services DashBoard 2023- 2024.xlsx		xlsx



Document Name	Description	File Type
French Language Services Minutes 2023.06.08.docx		docx
HGMH - Corporate By-law - Extract Page 7.pdf		pdf
HGMH Letterhead.docx		docx
Hospital Main Greeting_July 12, 2023.docx		docx
hospital_main_greeting_july_14_2020.docx	Script Téléphonique	docx
HR.01.018.2.14 Staffing.docx		docx
HR.01.020.2.22 Hiring - Designated Bilingual Positions.doc		doc
HR.01.021.2.14 Hiring - Professional Staff Shortages.doc		doc
HR.01.021.2.14 Hiring - Professional Staff Shortages.docx		docx
HR.01.032.1.14 External Job Postings.doc		doc
hr_01_018_2_14_staffing.pdf	Politique "Staffing"	pdf
hr_01_019_2_14_staff_recruitment.doc	Recrutement	doc
hr_01_021_2_14_hiring_professional_staff_shor tages.doc	Professional staff shortage	doc
hr_01_032_1_14_external_job_postings.doc	Affichage de poste	doc
ID Badge.jpg		jpg
Information on website FLS.docx		docx
Interior Wayfinding Signage.jpg		jpg
J0223-0092 reg PT Medical Clerk_FRN.doc		doc
J0223-0092 Medical Clerk.doc		doc
Laboratory Phone Tree Script March 2024.docx		docx
letterhead.pdf	En-têtes	pdf
Mask signage.jpg		jpg
Motion_Resolution June 19 2024.docx		docx
Outside Directional Signage.jpg		jpg
panneau_direction.jpg	Signalisation interne	jpg
patient_relations_hopital_glengarry_memorial_ hospital.pdf	Capture Ecran relations avec les patients	pdf



Document Name	Description	File Type
PHYSIOTHERAPY APPOINTMENT CARD.pdf		pdf
Report to the Board of Directors.docx		docx
Responsibilities of the Board and Governing body.docx		docx
Responsibilities of the Board SLT and FLS SL.docx		docx
screen_shot_facebook.pdf	Capture d'écran - Facebook	pdf
screen_shot_website.pdf	Capture d'écran - site web	pdf
section_4_2_3_a_screen_shot_admitting.jpg	Screen shot démontrant la langue officielle du patient	jpg
section_4_3_3_b_.jpg	Affichage intérieur	jpg
SOP.01.001.0.24 Translation of Documents.pdf		pdf
Survey Form Inpatient Rehab.pdf		pdf
TOR - Board French Language Services Committee 2023.docx		docx
VP Support Services and CFO.docx		docx
Website screenshot.docx		docx



Organizational practices related to FLS

How do you identify your Francophone clients?

If you chose "Other", please specify

We do not identify Francophone clients	No
Clients self-identify as Francophone	Yes
Mother tongue	Yes
Official language spoken	Yes
Official language in which they are most comfortable	Yes
Language of preference	No
Language spoken at home	No
Other	

What do you do when you receive a request for services in French?

If you chose "Other", please specify

A caregiver, volunteer, or staff member acts as interpreter	Yes
Professional interpretation service is offered	Yes
We match clients with staff members who have French language skills	Yes
The client is referred to another service provider	No
The client is referred to another provider who offers services in French	No
We indicate to our clients that we are unable to provide services in French	No
Other	

If you chose "The client is referred to another provider who offers French language services", please list these providers.



How do you measure client satisfaction with the French language services offered by your organization?

We do not measure client satisfaction with services rendered	No
We use a survey of overall client satisfaction with services rendered	Yes
We use a survey of client satisfaction with French language services or another form of evaluation	No

If you chose "Other", please specify

Does your organization have a policy or guidelines on active offer?

Yes

If your organization has a policy or guidelines on active offer, how do you inform people in your organization (employees, management, board members) about your policy or guidelines on active offer?

Orientation Package	Yes
Formal training	No
North East LHIN FLS Toolkit	No
RMEFNO Resources	No
Other	No

If chose "Other", please specify:



Human Resources Plan

Program / Service	Total Employees			Employees required to provide French Language Services			Employees with proficiency in regards to the language profile			Number of designated positions filled			Sum of Variances		
	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas
7113510 AS Mat. Mgmt - Purchasing	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71110 AS Administrative Services	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
71110 AS Administrative Services	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
71110 AS Administrative Services	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71110 AS Administrative Services	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71145 AS Housekeeping	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
71190 AS Health Records	0	2	0	0	2	0	0	2	0	0	2	0	0	0	0
71120 AS Human Resources	2	0	0	1	0	0	1	0	0	1	0	0	0	0	0
71115 AS Finance	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
71115 AS Finance	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
7120510 IP Nursing Administration	3	0	0	1	0	0	2	0	0	2	0	0	1	0	0
71115 AS Finance	2	0	1	2	0	0	2	0	1	2	0	1	0	0	1
71195 AS Food Services	0	13	1	0	2	0	0	4	0	0	4	0	0	2	0
71110 AS Administrative Services	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
71190 AS Health Records	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71180 AS Registration (Admitting)	2	6	2	2	6	0	2	5	1	2	5	1	0	-1	1
71190 AS Health Records	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
71125 Information systems	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0
71230 IP Combined Medical/Surgical	4	11	7	3	4	0	1	7	3	1	7	3	-2	3	3
71450 TH Physiotherapy (Includes LTCH)	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
71450 TH Physiotherapy (Includes LTCH)	3	1	1	0	1	0	3	1	1	3	1	1	3	0	1
71450 TH Physiotherapy (Includes LTCH)	1	0	0	1	0	0	1	0	0	1	0	0	0	0	0
7128110 IP Medical Rehabilitation	0	4	1	0	2	0	0	2	1	0	2	1	0	0	1
7131020 AC Emergency - General	3	0	0	1	0	0	2	0	0	2	0	0	1	0	0
71230 IP Combined Medical/Surgical	2	2	0	0	1	0	1	1	0	1	1	0	1	0	0
71450 TH Physiotherapy (Includes LTCH)	5	0	0	2	0	0	4	0	0	4	0	0	2	0	0
7128110 IP Medical Rehabilitation	2	10	1	2	4	0	1	7	0	1	7	0	-1	3	0
7131020 AC Emergency - General	0	2	0	0	2	0	0	0	0	0	0	0	0	-2	0
71230 IP Combined Medical/Surgical	0	9	2	0	4	0	0	3	1	0	3	1	0	-1	1



Program / Service	Total Employees			Employees required to provide French Language Services			Employees with proficiency in regards to the language profile			Number of designated positions filled			Sum of Variances		
	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas	FT	PT	Cas
7131020 AC Emergency - General	5	10	1	3	4	0	3	4	1	3	4	1	0	0	1
7141518 MI Radiography	1	4	1	1	3	0	1	2	0	1	2	0	0	-1	0
7144005 PH General Pharmacy	1	0	0	0	0	0	1	0	0	1	0	0	1	0	0
7141530 MI Diagnostic Ultrasound	0	2	1	0	2	0	0	1	1	0	1	1	0	-1	1
7144005 PH General Pharmacy	2	1	2	1	0	0	2	0	0	2	0	0	1	0	0

END OF DOCUMENT

Document Name:	French Language Services		
Document Number:	BOR.04.002.0.24		
Review Period:	<input checked="" type="checkbox"/> 3 years <input type="checkbox"/> 1 year	Manual: N/A	
Classification: Corporate	Section: Ethics		
Owner: VP Corporate Services & CFO	Signing Authority: Senior Leadership		

POLICY STATEMENT:

Hôpital Glengarry Memorial Hospital acknowledges that under the *French Language Services Act*, any person, in their interactions with staff or professionals with treatment right of designated programs, has the right to communicate and to receive services in French.

This policy applies to designated services by the Hôpital Glengarry Memorial Hospital as per the *French Language Services Act*.

Hôpital Glengarry Memorial Hospital is recognized as a designated Hospital under Ontario's *French Language Services Act (1986)*. Designation confers the following responsibilities to the Hospital as a designated provider of French language services:

- Offer quality services in French on a permanent basis; and
- Guarantee access to the designated services in French.

PROCEDURE:

1. Services in the Client's Official Language

- 1.1 A mechanism is in place to capture and record the linguistic identity of the client from the very first point of contact.
- 1.2 Management and staff are responsible for ensuring that clients receive the required services in French.
- 1.3 Contracts signed with third parties that offer services on behalf of the Hospital contain clauses stating their obligation to ensure the offer of French language services in designated programs.

2 Communications

- 2.1 Staff of the Hôpital Glengarry Memorial Hospital actively offer services in French when answering the telephone.
- 2.2 Interactive telephone response systems and voice mail are available in French.
- 2.3 Reception, intake services and the entire continuum of care provided by designated services are actively offered in French.

Effective: June 2024	Last review/revision:	Next review: June 2027
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Note: This is a controlled document for internal use only. Any documents appearing in paper form are not controlled and should be checked against the Intranet prior to use.

- 2.4 Staff members who are proficient in French are identified with identification badges, bilingual signage in offices, business cards and electronic signatures informing clients and their family of their ability to communicate in French.
- 2.5 Any client who sends a written communication in French to the Hospital will receive a response in French.
- 2.6 The Hospital ensures that its oral and written communications with clients and the public are available in both official languages simultaneously. This includes:
- 2.6.1 All temporary and permanent interior and exterior signage;
 - 2.6.2 All admission and registration forms and other documents intended for clients; and
 - 2.6.3 Press releases, letterhead, website, pamphlets, brochures, all advertising, educational and promotional materials, and other written and electronic communication produced by the Hospital.

3 Feedback Mechanisms

- 3.1 Clients have access to the complaint process, in both official languages. It is available through website, pamphlet, signage, etc.
- 3.2 Clients who wish to provide feedback on the quality of the services received in French may do so through the following options:
- 3.2.1 Complaints mechanism: Clients who are not satisfied with the quality of French language services they received (or did not receive) may submit a complaint by following the Hospital's complaint process – Patient / Family Complaint Policy (CO.01.016.X.XX).
 - 3.2.2 Satisfaction survey: A survey evaluating the quality of French language services is offered to clients. The survey is available in both official languages.
- 3.3 Management of complaints about French language services will follow the Hospital's established procedures.

4 Professionals with Treatment Privileges

- 4.1 The following professionals have treatment privileges at Hôpital Glengarry Memorial Hospital:
- Physicians;
 - Specialists/surgeons
 - Nurse Practitioners
- 4.2 The Hospital maintains a list of professionals proficient in French for each specialty.

5 Recruitment and Staffing

5.1 The Hospital ensures access to French language services in all designated programs at all times.

5.2 The following criteria are used to identify positions designated as bilingual, the number of employees required to provide service in French and the linguistic profile of these positions:

- Client needs;
- Overall availability of staff able to provide service in French for the program during all business hours;
- Nature of contact with patients and public;
- Level of responsibility associated with the position in question;
- Identification of unique positions;
- Level of comprehension needed between employee and patient to ensure quality service; and
- Any specific funder requirements.

5.3 Each position designated as bilingual will have a linguistic profile corresponding to the level of language proficiency required in accordance with Government of Ontario standards.

5.4 When a position becomes vacant, the person in charge of the service reviews the position's linguistic profile. When creating new positions, a linguistic profile is defined.

5.5 When several candidates have equivalent qualifications, priority is given to candidates with the required language skills at time of hire.

5.6 When the ability to deliver services in both official languages is deemed essential for the position being staffed, candidates' language skills must be evaluated, prior to hiring, by an accredited language assessment service or the following internal mechanisms:

- Telephone interview in French (initial evaluation);
- Minimum of one member of the selection committee is bilingual and asks questions in French;
- If the position also has a written profile, include written questions in French;
- If the selection committee is uncertain that the candidate meets the linguistic requirements of the position, Hôpital Glengarry Memorial Hospital completes an external evaluation through an accredited Hospital.

5.7 If within the Hospital, there are no candidates with the required skills and the ability to deliver the services in French, the position is posted externally. When delivering services in French is an essential requirement to the position, the position is posted again until a candidate meeting the language requirements can be hired.

5.8 If, after all reasonable efforts have been made to find a bilingual candidate with the required job skills, no candidate can be found, the Hospital hires the most qualified candidate and attempts to meet the missing qualification. These measures are reviewed at least annually to ensure they meet the needs of the community served.

5.9 Volunteer services within the Hospital are actively offered in French. If a volunteer does not have the necessary language skills, they will seek assistance to meet clients' needs. The volunteer coordinator actively recruits bilingual volunteers.

6 Training Offer

6.1 For employees in a position designated as bilingual who do not meet the language requirements of their position, the Hospital will make available to its employees the following resources:

- Access to French language training outside work hours;
- Development opportunities available in the community;
- Information on language training reimbursement opportunities, either from the Hospital itself or from the Ontario government.

7 Accountability

7.1 The Board of Directors receives an annual report on the status of French language services.

8 Best practices

8.1 The Vice president of Corporate Services and Chief Financial Officer has been designated to oversee the delivery of French language services.

8.2 The Hospital is committed to having a representation of the francophone population on the Board of Directors, its committees and among senior management in order to sustain quality French language services in the organization.

DEFINITIONS:

Francophone: The Inclusive Definition of Francophone (IDF) used in Ontario reads as follows: “person whose mother tongue is French, plus those whose mother tongue is neither French nor English but have a particular knowledge of French as an Official Language and use French at home.”²

Active Offer: refers to a series of measures that are taken in order to ensure that French language services are clearly communicated, available at all times, easily accessible and equivalent to the quality of services offered in English. This includes measures related to communications – signage, notices, social media and all other information on services – as well as at the time of initial contact with French speaking clients.³

Linguistic Identity: refers to the linguistic group to which a person belongs or with which a person identifies. This variable usually remains stable over time.⁴

Third Parties: contractors hired to provide some of the Hospital’s services.

CROSS-REFERENCED POLICIES:

Policy Number	Name
CO.01.016.X.XX	Patient / Family Complaint

REFERENCES:

1. Ministry of Francophone Affairs. [User guide — Designation of organizations under the French Language Services Act](#)
2. Newsroom – Government of Ontario. (2009). [Francophone Population Re-Defined](#)
3. French Language Health Planning Entities and French Language Health Networks of Ontario. (2015). [Joint Position Statement on the Active Offer of French Language Health Services in Ontario](#)
4. Réseau des services de santé en français de l’Est de l’Ontario. (2016). Linguistic Data Collection – Réseau Recommandations

MOTION

BOARD OF DIRECTORS NON-PUBLIC MEETING JUNE 19, 2024

WHEREAS, The Hôpital Glengarry Memorial Hospital (“HGMH”) received full designation status under the *French Language Services Act* (“FLSA”) in 2002;

AND WHEREAS, members of the Senior Leadership Team (“SLT”) reports annually to the French Language Services Committee (“Committee”) of the Board on key FLS indicators, including policies, procedures and other mechanisms supporting the provision of services in French;

AND WHEREAS, the Committee endorses efforts to maintain the provision of French language services across HGMH and to support the needs of patients and families across the community;

BE IT RESOLVED THAT the Board of Directors, at its meeting of June 19, 2024, supports the Committee’s efforts as presented in the French Language Services Status Report, including those that are aimed at monitoring adherence to policies, procedures and other mechanisms which facilitate FLSA compliance and fostering continuous improvement.

ATTENDU QUE L’Hôpital Glengarry Memorial Hospital s’est vu attribuer, en 2002, la désignation totale en vertu de la *Loi sur les services en français*;

ATTENDU QUE des membres de la haute direction de HGMH rend compte, chaque année, au Comité des services de santé en français (« Comité ») des principaux indicateurs en matière de services en français, notamment des politiques, procédures et autres moyens favorisant la prestation des services en français;

ET ATTENDU QUE le Comité souscrit aux efforts visant à maintenir la prestation des services en français à l’ensemble de l’Hôpital Glengarry Memorial Hospital et à contribuer à répondre aux besoins des patients et des familles dans l’ensemble de la collectivité;

IL EST RÉSOLU QUE le Conseil d’administration, à sa réunion du 19 juin 2024, appuie les efforts du Comité comme présenté dans le *Rapport sur les services de santé en français*, notamment celles ayant pour but de surveiller le respect des politiques, procédures et autres moyens qui favorisent la conformité à la *Loi sur les services en français*.

Carried / Defeated

June 20, 2024

Sent electronically

Nicolas Piperno
French Language Services Cluster Manager Ministry of Health / Ministry of Long-Term Care

Dear Mr. Piperno:

Subject: Full designation under the *French Language Services Act (FLSA)*

The Hôpital Glengarry Memorial Hospital (“HGMH” or the “Hospital”) is pleased to maintain full designation under the FLSA and confirms its ability to offer public services in French under the FLSA on a continuous basis.

This letter is an attestation that the Hospital complies with the three requirements required to maintain its full designation listed below.

1. HGMH Board Resolution Affirming Support for FLSA Designation

The Board of Directors passed a resolution on June 19, 2024 affirming the organization’s continued support of its full designation under the FLSA.

This resolution confirmed the Board’s endorsement of HGMH activities as presented in the French Languages Status Report. Planned activities include monitoring adherence to policies, procedures and other mechanisms which facilitate FLSA compliance and fostering continuous improvement.

2. Policy Framework

HGMH confirmed its French-language services (FLS) policy framework (which supports our current and future offer of FLS) in our compliance report pursuant to the FLSA.

This framework includes;

- a. The Hospital’s by-laws (to be approved at the next Annual General Meeting of the Corporation on June 26, 2024) which states “The Board shall ensure the provision of designated services to the public in both official languages (English and French) and that the Hospital meets or exceeds the requirements for designation of programs and services under the *French Language Services Act* (Ontario) as directed by the Ministry of Health,

- b. The Active Service Offer Policy, which details practices that support the active offer of services in both official languages and states that “When a patient has been identified to be French speaking, pro-active efforts to address the patient in their language will be made.”. HGMH will monitor its compliance to the conditions of its full Designation under the *French Language Services Act* (FLSA), namely by focusing on evaluating the capacity of human resources in the organization.
- c. There are other policies at the Hospital that support the provision of French language services, i.e., the Communications Policy, the Patient/Family Complaint Policy, the Patient Relations Policy, the Signage Policy, the Staff Recruitment Policy, the Policy, Form and Standard Operating Procedure Process Policy and the Spoken and Sign Language Interpretation Services, just to name a few.

3. Allocation of Responsibilities

The Hospital's Board of Directors and senior management team delineated their respective responsibilities regarding the delivery of FLS as outlined in Appendix A.

If you require further information, please contact Linda S. Ramsay, VP of Corporate Services and Chief Financial Officer at lramsay@hgmh.on.ca.

Sincerely,

Frank Wetering
Chair, Board of Directors

Cc:

Robert Alldred-Hughes, President and CEO, HGMH

Jai Mills, Director, System Strategy, Planning, Design & Implementation, Ontario Health East

Myriam Taillon, Lead, French Language Services, Ontario Health East.

Paul Caines, Director, Performance, Accountability and Funding Allocation (Community Care/Primary Health Care), Ontario Health East

Joëlle Plourde, Interim Director of Planning, French Language Services Network of Eastern Ontario



Appendix A: Board and Senior Management Responsibilities Regarding HGMH's Full FLSA Designation

Board of Directors ("Board") Responsibilities

The HGMH Board:

- Receives an annual report on the status of official languages. The report is tabled for approval and outlines information about:
 - FLSA compliance requirements
 - The demand for service in French, patient satisfaction with the offer and quality of service in French, the Hospital's bilingual capacity, and patient complaints
- Monitors HGMH's compliance with requirements for FLSA full designation of programs and services. Responsibility for implementing is delegated to management, who reports to the Board annually.
- Ensured the passing of a Corporate Administrative By-law, which highlights HGMH's commitment regarding the offer of French language services.
- Strives to ensure representation of francophone members proportionate to the population served.

Senior Management Responsibilities

- HGMH's President & CEO (or delegate) presents an annual French language services report to the Board for approval.
- HGMH's Senior Management Leadership includes a member responsible for the delivery of French language services (the "FLS Senior Manager"). Its membership comprises effective Francophone representation.

FLS Senior Manager Responsibilities

The FLS Senior Manager is responsible for the following:

- Championing a culture of bilingualism throughout the Hospital.
- Ensuring recruitment processes to maintain sufficient healthcare professional and support staff to meet the operational needs, including the capacity to provide service in French at HGMH.
- Overseeing the activities of the French language services, including monitoring the status of FLS indicators and reporting on them to the Board.
- Compliance reporting pursuant to the FLSA and the Hospital Services Accountability Agreement with Ontario Health.
- Advises the President and CEO (or delegate) on official language issues.
- Assists HGMH in monitoring and maintaining compliance with FLSA service-related designation criteria, including legislated annual reporting obligations.
- Ensuring the availability of resources and training to support the delivery of high-quality service in French.

Board French Language Services Committee

ROLE:	<ul style="list-style-type: none"> The French Language Services Committee shall establish and maintain French language services, to ensure continued availability, quality of service as well as permanence of services.
RESPONSIBILITIES:	<ul style="list-style-type: none"> Develop and implement policies and procedures to facilitate the provision of French language services; Ensure that French language training is available; Monitor patient satisfaction for French language services received, Inform the board annually as to the status of the French language services; and Inform the Board Quality Committee with indicators on French language services on a regular basis
CHAIR:	<ul style="list-style-type: none"> A member of the Committee appointed by the Board on the recommendation of the Board Chair or a committee established by the Board for that purpose. Term of office will be for a minimum of two (2) years.
MEMBERSHIP:	<ul style="list-style-type: none"> The Chief Executive Officer and/or the French speaking member of the senior management team; A minimum of three (3) board members; One (1) member from the nursing services (ONA) as a guest on an ad hoc basis; One (1) member from the CUPE as a guest on an ad hoc basis; One (1) member of the RESEAU or the Ministry of Health and Long Term Care as a guest on an ad hoc basis. Chair of the Board, “ex officio” Invited guests may attend committee meetings at the invitation of the Chair At least one member of the committee must be Francophone
VACANCY:	<ul style="list-style-type: none"> When a vacancy occurs among the appointed members, the Chair of the board may appoint a member to fill the vacancy for the unexpired portion of the term.
VOTING :	<ul style="list-style-type: none"> All Board members may vote
FREQUENCY OF MEETINGS AND MANNER OF CALL :	<ul style="list-style-type: none"> At least once per year, at the call of the chair.
QUORUM:	<ul style="list-style-type: none"> Shall be a majority of members entitled to vote.
REPORTS TO	<ul style="list-style-type: none"> Board of Directors
DATE OF LAST REVIEW	<ul style="list-style-type: none"> June 2024

Approved by: Corporation of l’Hôpital Glengarry Memorial Hospital

Comité du Conseil sur les Services de santé en français

RÔLE:	<ul style="list-style-type: none"> Le comité doit assurer la disponibilité continue, la qualité du service ainsi que la permanence des services de santé en français.
RESPONSABILITÉS:	<ul style="list-style-type: none"> Élaborer et mettre en œuvre des politiques et des procédures afin de faciliter la prestation de services en français; Veiller à ce que la formation linguistique en français est disponible; S'assurer de la satisfaction des patients sur les services de santé en français reçus; Informer le conseil d'administration chaque année à l'état des services en français ; et Informer le comité du conseil de la qualité avec des indicateurs sur les services en français sur une base régulière
PRÉSIDENT:	<ul style="list-style-type: none"> Un membre de la commission instituée par le Conseil sur la recommandation du président du conseil ou d'une commission créée par le Conseil pour cela. Durée du mandat sera un minimum de deux (2) ans.
COMPOSITION:	<ul style="list-style-type: none"> Le chef de la direction et / ou le membre de l'équipe de la haute direction parlant français Un minimum de trois (3) membres du conseil d'administration; Un (1) membre des services de soins infirmiers (ONA) en tant qu'invité sur une base ad hoc ; Un (1) membre du SCFP en tant qu'invité sur une base ad hoc; Un (1) membre du Réseau ou du ministère de la Santé et des Soins de longue durée en tant qu'invité sur une base ad hoc ; Président du conseil d'administration, «ex officio» ; Les invités peuvent assister aux réunions du comité, à l'invitation du président. Au moins un membre du comité doit être Francophone
VACANCE DE POSTE:	<ul style="list-style-type: none"> Lorsque survient une vacance parmi les membres nommés, le président du conseil d'administration peut nommer un membre pour pourvoir le poste vacant pour la durée non écoulée du mandat.
VOTE :	<ul style="list-style-type: none"> Tous les membres du Comité peuvent voter
FRÉQUENCE DES RÉUNIONS ET MODALITÉS:	<ul style="list-style-type: none"> Au moins une fois par an, sur convocation du président.
QUORUM:	<ul style="list-style-type: none"> Doit être une majorité des membres ayant droit de vote.
RAPPORT AU:	<ul style="list-style-type: none"> Conseil d'administration
DATE DE LA DERNIÈRE RÉVISION:	<ul style="list-style-type: none"> Juin 2024

Approuvé par: Corporation de l'Hôpital Glengarry Memorial Hospital