

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

Wednesday, June 4, 2025 at 5:00 PM Boardroom/Microsoft Teams
Mercredi le 4 juin, 2025 à 17H00 Salle du conseil/Microsoft Teams

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 5, 2024 / Adoption du procès-verbal de la réunion précédente – 5 juin 2024	P. 2-4
2.2. Business arising from the Minutes / Affaires découlant du procès-verbal	
3. Matters for Information / Questions d'information	
3.1 Evaluation of designated agencies under the French Language Services Act / Évaluation des organismes désignés en vertu de la Loi sur les services en français	P. 5-6
3.2 Report from the Senior management delegate / Rapport du cadre supérieur délégué	P. 7-8
3.3 Annual Dashboard 2024-2025 / Tableau de bord annuel 2024-2025	P. 9
4. Matters for Discussion and/or Decision / Questions de discussion et/ou décisions	
4.1 Committee Meeting yearly in September / Réunion annuelle du comité en septembre	P. 10
5. Date of Next meeting / Prochaine réunion – September 2025	
6. Adjournment / Ajournement	

REPORT OF THE MEETING OF THE FRENCH LANGUAGE SERVICES COMMITTEE

June 5, 2024 at 5:00PM in the Boardroom / MS Teams

Present: C. Larocque, Chair L. Cardinal F. Wetering
Dr. R. Cardinal L. Ramsay R. Alldred-Hughes, CEO

Regrets: None

Summary of Discussion

1.0 Approval of Agenda

Agenda: The agenda was reviewed.

Moved By: L. Cardinal

Seconded By: Dr. R. Cardinal

THAT the agenda be approved as presented.

CARRIED

Declaration of Conflict of Interest:

There were no conflicts declared.

2.0 Minutes

Approval of Previous Meeting's Minutes: The report of the meeting of June 8, 2023, was reviewed.

Moved By: Dr. R. Cardinal

Seconded By: L. Cardinal

THAT the report of the meeting of June 8, 2024 be approved as presented.

CARRIED

Business Arising:

There was no business arising from the minutes.

3.0 Matters for Information

3.1 Detailed Compliance Criteria from the Ontario Ministry of Francophone Affairs:

The Compliance Criteria from the Ontario Ministry of Francophones Affairs was reviewed by the members of the committee.

Changes have come into effect in the way submissions are made. There are now twenty (20) requirements that are divided into six (6) categories that must be met.

3.2 Report from the Senior management delegate

The report from the Senior management delegate was reviewed by the members of the committee.

3.3 Annual Dashboard 2023-2024

The annual dashboard with data from 2023-2024 was reviewed by the members of the committee. Going forward, members of the committee would like the n° included for a better idea of the representation.

3.4 Summary of the Annual French Language report to the Ministry

The summary of the Annual French Language report to the Ministry was reviewed by the members of the committee.

4.0 Matters for Discussion and/or Decision

4.1 French Language Services Policy Framework

The French Language Services Policy framework was reviewed by the members of the committee.

Moved By: L. Cardinal

Seconded By: Dr. R. Cardinal/

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.

Requirement number two (2) of the compliance criteria outlines the need to have this policy for French Language Services.

CARRIED

4.2 Resolution from the Board to maintain the provision of French language services across HGMH

The hospital received full designation status under the *French Language Services Act* (“FLSA”) in 2002.

Moved By: L. Cardinal

Seconded By: Dr. R. Cardinal

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.

CARRIED

4.3 Letter to be sent to the Ministry of Health/Ministry of Long-Term Care on the Full designation under the FLSA

The letter to be sent to the Ministry stems from the requirement one (1), two (2), and three (3) of the Compliance Criteria.

4.4 Review of Terms of Reference

The Terms of Reference for the French Language Services Committee were reviewed by the committee members.

Because this is a Board committee and not a staff committee, it was agreed to remove the staff members from the Terms of Reference. There is no requirement from the FLSA to have

staff on this committee. If there was a matter that CUPE or ONA wanted to bring forward to the Board, they would follow the process as per the delegation to the Board policy.

Language around quorum will be standardized to be in line with the other Board Committee Terms of Reference. These will go to the Governance committee in September for review by the committee and recommendation to the Board.

Moved By: L. Cardinal

Seconded By: Dr. R. Cardinal

THAT the French Language Services Committee recommend to the Governance Committee the review of the French Language Services Committee Terms of Reference as presented.

CARRIED

5.0 Date of Next Meeting

Next meeting: June 2024

K-L. Massia, Recorder

Le 2 décembre 2024

Linda Ramsay
VP, Services de soutien et directrice des finances
Hôpital Glengarry Memorial Hospital
Transmission courriel : lramsay@hgmh.on.ca

Linda Ramsay,

Objet : Évaluation des organismes désignés en vertu de la *Loi sur les services en français*

L'évaluation de votre plan de désignation a été complétée le 26 août 2024 et nous vous remercions de votre conformité aux exigences de désignation telles que définies par le processus d'évaluation établi par le ministère des Affaires francophones.

Nous sommes ravis de noter que l'hôpital Glengarry Memorial Hospital, désigné en vertu de la *Loi sur les services en français*, continue à offrir des services en français au public conformément aux normes du gouvernement provincial.

Nous vous remercions de votre engagement soutenu visant à offrir de façon proactive des services en français de qualité aux francophones de l'Ontario et à répondre à leurs besoins culturels et linguistiques uniques.

Je vous prie de bien vouloir agréer l'expression de mes sentiments les meilleurs.



Nicolas Piperno (il/lui)
Chef de l'équité en matière de santé, services en français
Direction des services aux Autochtones, aux Francophones et aux groupes prioritaires

- c. Scott Ovenden, directeur régional, Santé Ontario, Toronto et Est
Normand Glaude, directeur général, Réseau des services de santé en français de l'est de l'Ontario
Joelle Plourde, directrice de planification, Réseau des services de santé en français de l'est de l'Ontario
Pascal M. Lumbala, Responsable, Équité en santé et populations prioritaires-Services en français, Stratégie, planification, conception et mise en oeuvre du système, Santé Ontario Est

**Ministry of Health
Ministry of Long-Term
Care**

Strategic Policy, Planning & French
Language Services Division

Indigenous, French Language &
Priority Populations

French Language Services
438 University Avenue, 10th Floor
Toronto ON M5G 2K8

Telephone: (437) 551-8079

**Ministère de la Santé
Ministère des Soins de longue
durée**

Division des politiques et de la planification
stratégiques, et des services en français

Services aux Autochtones, aux Francophones et
aux groupes prioritaires

Services en français
438, avenue University, 10^e étage
Toronto ON M5G 2K8

Téléphone: (437) 551-8079



December 2, 2024

Linda Ramsay
VP, Support services and Chief Financial Officer
Hôpital Glengarry Memorial Hospital
Email : lramsay@hgmh.on.ca

Linda Ramsay:

RE: Evaluation of designated agencies under the *French Language Services Act*

The evaluation of your designation plan has been completed on August 26, 2024, and we would like to thank you for remaining compliant with the designation requirements as per the evaluation process established by the Ministry of Francophone Affairs.

We are pleased to note that the Hôpital Glengarry Memorial Hospital, designated under the *French Language Services Act*, continues to provide services to the public in French in accordance with the provincial government standards.

We thank you for your continued commitment to proactively offer quality French language services to Francophones in Ontario and for meeting their unique cultural and language needs.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Piperno".

Nicolas Piperno (he/him)
Manager, Health Equity French Language Services
Indigenous, French Language and Priority Populations Branch

- c. Scott Ovenden, Chief Regional Officer, Ontario Health, Toronto and East
Normand Glaude, Executive Director, Réseau des services de santé en français de l'est de
l'Ontario
Joelle Plourde, Director of Planning, Réseau des services de santé en français de l'est de
l'Ontario
Pascal M. Lumbala, Lead, Health Equity and Priority Populations, French Language Services,
System Strategy, Planning, Design and Implementation, Ontario Health East

French Language Services Committee 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.

For this year, HGMH only needs to submit the FLS annual report (both requested by OH East / Ministry) via the FLHSD portal.

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: Annual Dashboard 2024-2025 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.

With our new interpretation agreement with UHN, it was important to see if staff would utilize this service instead of actively offering services in French. From the dashboard, only 43 mn (3 instances) of French language translation was used in the months of June and July in 2024-2025. Further investigation determined that one instance was used during night shift, where the ER was manned by agency staff and the doctor on duty did not speak French. Another instance was during a specialty clinic and the physician did not speak French.

Respectfully submitted

Linda S. Ramsay

VP of Corporate Services and CFO

May 28, 2025

DD94.
French Language Services
Services en français
2024 - 2025

Print
 Imprimante

Dimension	Metric	April Avril 2024	May Mai 2024	June Juin 2024	July Juillet 2024	August Aout 2024	September Septembre 2024	October Octobre 2024	November Novembre 2024	December Décembre 2024	January Janvier 2025	February Février 2025	March Mars 2025	YTD À Jour	2023-2024		
French Language Services Services en français	Inpatient French Language - % served in French Patients hospitalisés langue française - % servi en français	20.00%			37.50%			18.18%			29.41%			26.27%	29.57%		
	Inpatient French Language - were you served in the language of your choice? Patients hospitalisés langue française - avez-vous été servi dans la langue de votre choix?	100.00%			100.00%			100.00%			100.00%			100.00%	100.00%		
	ER French Language - % served in French Patients de l'urgence langue française - % servi en français	40.83%			41.62%			36.79%			35.61%			38.71%	20.47%		
	ER French Language - were you served in the language of your choice? Patients de l'urgence langue française - avez-vous été servi dans la langue de votre choix?	85.36%			88.89%			93.58%			86.05%			88.47%	85.73%		
	Patients whose mother tongue is French – ER Patients dont la langue maternelle est le français - Urgence	37.46%			34.99%			36.31%			35.20%			35.99%	42.35%		
	Patients whose mother tongue is French – clinics Patients dont la langue maternelle est le français - Cliniques	27.59%			27.38%			26.51%			26.99%			27.12%	33.71%		
	Patients whose mother tongue is French – Inpatient Patients dont la langue maternelle est le français - Patients hospitalisés	34.67%			31.17%			32.97%			31.27%			32.52%	34.54%		
	Use of translation services for french speaking patients Utilisation du services de traduction pour les patients parlant le français	0.00	0.00	0.00	8.00	35.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	43 mn	0.00	
	Patients whose mother tongue is French (all registered patients) Patients dont la langue maternelle est le français (tous les patients inscrits)	31.57%			30.76%			30.94%			30.52%			30.95%	37.22%		
	Number of complaints received concerning the offer of healthcare services in French Nombre de plaintes reçues concernant l'offre de services de santé en français														0	0	
	Active Volunteers (Auxiliary) - French speaking and bilingual Volontaires Actifs (Auxiliaires) - francophone ou bilingue														83.02%	83.02%	
	Board members - French speaking and bilingual Membres du conseil - francophone ou bilingue														91.60%	80.00%	
	Family physician practice - French speaking or bilingual Médecins de famille - francophone ou bilingue														80.00%	58.00%	60.00%
	Physicians ER - French speaking or bilingual Médecins Urgences - francophone ou bilingue														60.00%	60.00%	69.23%
	Physicians Consultants - French speaking or bilingual Médecins consultants - francophone ou bilingue														47.00%	47.00%	53.57%
			4 - Skilled / Qualifié		3 - Functional / Fonctionnel		2 - Insufficient / Insuffisant		1 - No Proficiency / Aucune compétence		1 - To Be Tested / à tester		0 - Never Tested / Jamais testé		Both skilled and functional		
	Employees proficiency - senior management Compétence des employés - haute direction	50.00%		0.00%		0.00%		50.00%		0.00%		0.0%		50.0%		50.0%	
	Employees proficiency - management Compétence des employés - gestion	50.00%		14.29%		0.00%		35.71%		0.00%		0.0%		64.3%		64.3%	
	Employees proficiency - Nursing Compétence des employés - soins infirmiers	32.15%		16.67%		11.90%		13.09%		26.19%		0.0%		48.8%		50.0%	
	Employees proficiency - Allied Health Compétence des employés - Paramédical	45.17%		16.13%		16.13%		3.22%		19.35%		0.0%		61.3%		60.7%	

Aug 2025						
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31						

Sept 2025						
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Oct 2025						
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Nov 2025						
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Dec 2025						
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Jan 2026						
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Feb 2026						
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Mar 2026						
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Apr 2026						
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May 2026						
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31						

Jun 2026						
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Jul 2026						
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Board of Directors

5:00pm-7:30pm

Board Committees

5:00pm-8:30pm

AGM

Last Thursday of June

Committee Schedule

Governance and Nominating:	October, November, January, March (recruitment in April if needed), May, and June
Finance, HR and Audit:	September, November, February, March, May, and June
Quality & Patient Safety:	September, November, January, February, April, and May
Executive:	October and April
French Language Services:	<i>September</i>

Board Retreat
Board Open House (if recruitment is needed)

Board Orientation (if needed)