

<b>Document Name:</b>	French Language Services		
<b>Document Number:</b>	BOD.01.002.0.24		
<b>Review Period:</b>	<input checked="" type="checkbox"/> 3 years <input type="checkbox"/> 1 year	<b>Manual:</b> N/A	
<b>Classification:</b>	Board of Directors	<b>Section:</b> Strategic Direction	
<b>Owner:</b>	President & CEO	<b>Signing Authority:</b> Board of Directors	

## **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 voicemail 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: June 2024	Next review: June 2027
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- 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 Relations 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.”<sup>2</sup>

**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.<sup>3</sup>

**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.<sup>4</sup>

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

## **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