

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

Wednesday, January 14, 2026 at 6:00 PM Boardroom/Microsoft Teams
Mercredi le 14 janvier 2026 à 18H00 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 4, 2025 / Adoption du procès-verbal de la réunion précédente – 4 juin 2025	P. 2-3
2.2. Business arising from the Minutes / Affaires découlant du procès-verbal	
3. Matters for Information / Questions d'information	
3.1 Summary of the Annual French Language report to the Ministry / Sommaire du rapport annuel au Ministère sur les services de santé en français	P. 4-8
3.2 HR Plan 2024-2025 / Plan ressources humaines 2024-2025	P. 9
4. Matters for Discussion and/or Decision / Questions de discussion et/ou décisions	
4.1 Review Terms of Reference / Révision des termes de référence THAT the French Language Services Committee recommend to the Governance Committee the Terms of Reference as presented for Board approval.	P. 10
5. Date of Next meeting / Prochaine réunion – September 2026	
6. Adjournment / Ajournement	

REPORT OF THE MEETING OF THE FRENCH LANGUAGE SERVICES COMMITTEE

June 4, 2025 at 5:00PM in the Boardroom / MS Teams

Present: Dr. G. Raby, Chair C. Larocque Dr. S. Robertson
Dr. R. Cardinal (5:16pm) L. Ramsay R. Alldred-Hughes, CEO

Regrets: None

Summary of Discussion of the meeting called to order at 5:00pm

1.0 Approval of Agenda

Agenda: The agenda was reviewed.

Moved By: C. Larocque
Seconded By: Dr. S. Robertson
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 5, 2024, was reviewed.

There is a typo in the date which will be corrected.

Moved By: Dr. S. Robertson
Seconded By: C. Larocque
THAT the report of the meeting of June 5, 2024, be approved as amended.

CARRIED

Business Arising:
There was no business arising from the minutes.

3.0 Matters for Information

3.1 Evaluation of designated agencies under the French Language Services Act:

The letter was shared stating that the hospital continues to meet the requirements to remain designated a French Language Services hospital.

3.2 Report from the Senior management delegate

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

The hospital purchased services from a translation service and this committee will monitor the usage of the services for French language. This service was used three times in the past year for French as there were no available French speaking employees at that time.

3.3 Annual Dashboard 2024-2025

The annual dashboard with data from 2024-2025 was reviewed by the members of the committee.

4.0 Matters for Discussion and/or Decision

4.1 Committee Meeting yearly in September

This committee will meet yearly in September going forward rather than in June since the portal for reporting only opens in June. The report will be completed and then go to the committee in September which will then carry over to the Board, and then the AGM in June.

Moved By: Dr. R. Cardinal

Seconded By: C. Larocque

THAT the French Language Services Committee meet in September going forward.

CARRIED

5.0 Date of Next Meeting

Next meeting: September 2025

K-L. Massia, Recorder

DRAFT

Linda Ramsay

From: BDSSEF FLHSD PROD (MPBSDP) <BDSSEF.FLHSD.PROD@ontario.ca>
Sent: Tuesday, July 8, 2025 12:09 PM
To: Linda Ramsay
Subject: French Language Health Services - Your report has been accepted / Services de santé en français - Votre rapport a été accepté CRM:0724174

Hello,

Your annual French Language Health Services report has been reviewed and accepted. No further action is required on your part.

Please use this link to sign into the database: <https://flhsd.health.gov.on.ca/en-CA/>

Thank you,

The Portal Team

Bonjour,

Votre rapport annuel sur les services de santé en français a été révisé et accepté. Aucune action n'est requise de votre part.

Veuillez utiliser ce lien pour accéder à la base de données: <https://flhsd.health.gov.on.ca/fr-FR/>

Merci,

L'équipe du portail

FLHS Data Extract Report - Requirements for Compliance with the Designation Criteria

Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Requirement name	Activities	Person Responsible	Status	Start Date	Anticipated End Date	Additio
Glengarry Memorial Hospital - 2024-2025	2024-2025	802	Champlain	East	Fully Designated	1. Board resolution to seek designation - Not required for FLHSD report 2. FLS Policy Framework	See policy COR.03.009.0.24 - French Language Services	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do 2024.06 Board HGMH Extract Motion_ 2024
						3. Approved FLS responsibilities of the board and senior management team	See document - Responsibilities of the Board and Governing body (also attached to document Letter from the Board.	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do CO.01.1 Service HGMH Extract new by approv upcomi 2024 2024.06 Board
						4. Telephone Services	Policy: CO.01.031.3.20 Communication	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do Hospita 12, 202 Laborat Script A
						5. FLS Active Offer and client identification	Policy CO.01.031.3.20 Communication	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do ADM-0- registra Admiss Linguis
						6. Third party contracts	HGMH does not have a policy concerning contracts with third parties and the inclusion of obligations towards FLS. However, HGMH currently has only one third party contractor working on its premises. Service Level agreement signed with EORLA, specifically states in clause 4.6 the obligation to provide FLS as we are designated.	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do EORLA Extract

FLHS Data Extract Report - Requirements for Compliance with the Designation Criteria

Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Requirement name	Activities	Person Responsible	Status	Start Date	Anticipated End Date	Additio
Report Date: 2025-06-09 Report requested by Linda Ramsay												
						7. Complaints and client satisfaction survey	Policy CO.01.016.5.22	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do ED Pati French Survey
						8. Organizational Website	Policy CO.01.031.3.20 Communication	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do BOD.0 Comm Spokes COR.0 Media Informa Websit 2025 1
						9. Exterior Signage	Policy COR.01.007.0.23 Signage	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do Outside
						10. Interior Signage	Policy COR.01.007.0.23 Signage	Linda S. Ramsay	Completed	5/31/24	5/31/24	See do COR.1 ID bad Interior picture Mask s
						11. Documents intended for Clients	COR.01.009.0.23 Policy, Forms and SOP Process Policy	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do 51-E-0 Medica 491-15 disclos informa 810-01 Consul 810-01 Consul
						12. Correspondence in French	CO.01.031.3.20 Communication	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See dc Letterh

FLHS Data Extract Report - Requirements for Compliance with the Designation Criteria

Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Requirement name	Activities	Person Responsible	Status	Start Date	Anticipated End Date	Addit
						13. Communications and Publications Intended for the Public	CO.01.031.3.20 Communication	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do Depart Facebo Physio card SOP.0 Transla policy
						14. Senior Manager accountable for FLS	Responsibilities of the Board SLT and FLS SL	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do BOD.0 Manag skills VP of S CFD.11 See do
						15. Complaints management and FLS reporting	CO.01.016.5.22 Patient / Family Complaint Report to the Board of Directors - to be presented at June 5, 2024 FLS Committee and Board June 19, 2024 (with FLS Dashboard 2023-2024)	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do 2023.0 Directo submis commit Board FLS Co 2023.0 FLS da and 20 June 8 Comm Respoi SLT ar TOR - 2023 FLS D: to be p 2024 F meetin
						16. Human Resources Policy	COR.08.004.0.23 Staff Recruitment	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do 51-A-5 Profici 51-A-2 Positio CO.07 Langu COR.0 Interpr Reque HR.01 Design Positio

FLHS Data Extract Report - Requirements for Compliance with the Designation Criteria

Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Requirement name	Activities	Person Responsible	Status	Start Date	Anticipated End Date	Additio
						17. Staffing of personnel and volunteers proficient in French	COR.08.004.0.23 Staff recruitment	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do 51-A-2 appoin staff 51-A-5: Proficie Auxiliar FLS De JG.01. HR.01. Design Positio HR.01. Profess HR.01. Postin J0223. Medica
						18. Linguistic Training	HR.01.21.2.14 - Hiring - Professional Staff shortages CO.07.023.2.21 Second Language Training	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do Adverti doctors French 2024.0 2024.0 Newsle
						19. Human Resources Plan	HR.01.018.2.14 Staffing HR .01.020.2.22 Hiring - Designated Bilingual Positions	Linda S. Ramsay	Not Started	5/31/24	5/31/24	See do 51-A-5: Proficie FLS HF Glenga 2023-2
						20. Letters of support - Not required for FLHSD report						

Department	Job Title	Required linguistic profile Oral	Required linguistic profile Written	Total employed FT	Total employed PT	Total employed CA	Required French Full Time	Required French Part Time	Required French Casual	Actual French FT	Actual French PT	Actual French CA	Non Evaluated FT	Non Evaluated PT	Non Evaluated CA
Administration	CFO	Superior	Superior	1	0	0	1	0	0	1	0	0	0	0	0
Administration	CEO	Undetermined	Undetermined	1	0	0	0	0	0	0	0	0	0	0	0
Administration	CNE	Undetermined	Undetermined	1	0	0	0	0	0	0	0	0	0	0	0
Administration	CHRO	Undetermined	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Administration	Executive Assitant	Advanced Plus	Intermediate	1	0	0	1	0	0	1	0	0	0	0	0
Administration	Adm. Assistant Medical Affairs	Undetermined	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Support Services	Mat. Management Manager	Undetermined	Undetermined	1	0	0	0	0	0	0	0	0	0	0	0
Support Services	Dietary and Housekeeping Manager	Advanced - Minus	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Support Services	Bookkeepers - AR clerks - switchboard	Advanced Plus	Undetermined	1	0	1	2	0	0	1	0	1	0	0	0
Support Services	Cooks/Dietary Aides	Intermediate	Undetermined	0	12	1	0	2	0	0	5	0	0	3	1
Support Services	Filling Clerks	Advanced - Minus	Elementary	0	2	0	0	2	0	0	2	0	0	0	0
Support Services	Admitting/Ward Clerks (Medical Clerks)	Advanced Plus	Undetermined	4	6	5	4	6	5	4	5	5	0	1	0
Support Services	General Accounts (Payroll and AP)	Advanced Plus	Undetermined	1	0	0	1	0	0	1	0	0	0	0	0
Support Services	Coder	Undetermined	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Support Services	Manager of Financial Services	Advanced - Minus	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Administration	HR	Intermediate	Undetermined	1	0	0	0	0	0	0	0	0	0	0	0
Administration	IT	Undetermined	Undetermined	3	0	0	0	0	0	0	0	0	0	0	0
Support Services	HIS Manger	Undetermined	Undetermined	1	0	0	0	0	0	0	0	0	0	0	0
Clinical	Professional Practice/clinical managers	Elementary	Undetermined	3	0	0	1	0	0	2	0	0	0	0	0
Clinical	PSW - Acute	Advanced - Minus	Undetermined	2	1	2	0	1	0	1	1	0	1	0	2
Clinical	RN - Acute	Advanced - Minus	Undetermined	2	14	6	2	5	0	0	9	3	0	2	3
Clinical	RPN - Acute	Advanced - Minus	Undetermined	2	6	2	0	4	0	1	1	1	1	2	0
Clinical	Rehab/Physiotherapy Manager	Advanced - Minus	Undetermined	1	0	0	1	0	0	1	0	0	0	0	0
Clinical	Physiotherapists	Advanced - Minus	Undetermined	4	1	1	1	0	0	3	1	1	1	1	0
Clinical	OT and OT/PT Aides	Advanced - Minus	Undetermined	5	0	0	2	0	0	4	0	0	0	0	0
Clinical	SLP	Advanced	Undetermined	1	0	0	1	0	0	1	0	0	0	0	0
Clinical	PSW - Rehab	Advanced - Minus	Undetermined	0	4	2	0	2	0	0	3	1	0	0	1
Clinical	RPN - Rehab	Advanced - Minus	Undetermined	3	11	2	2	4	0	2	5	1	0	4	1
Clinical	RPN - ER	Advanced - Minus	Undetermined	3	0	0	1	0	0	2	0	0	0	0	0
Clinical	RT	Advanced - Minus	Undetermined	0	2	0	0	0	0	0	1	0	0	0	0
Clinical	RN - ER	Advanced - Minus	Undetermined	7	13	2	3	4	0	3	5	2	1	4	0
Clinical	Xray technologists	Advanced - Minus	Undetermined	1	5	1	1	3	0	1	3	0	0	1	1
Clinical	Ultrasonographers	Advanced - Minus	Undetermined	0	1	3	0	2	0	0	1	1	0	0	2
Clinical	Pharmacy Manager	Undetermined	Undetermined	1	0	0	0	0	0	1	0	0	0	0	0
Clinical	Registered Pharmacy Techs.	Intermediate	Undetermined	2	1	2	1	0	0	2	0	0	0	0	1

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 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