

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

Wednesday, June 3, 2026 at 5:00 PM Boardroom/Microsoft Teams
Mercredi le 3 juin 2026 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 / <i>Adoption de l'ordre du jour</i>	P. 1
1.3. Declaration of conflict / <i>Déclaration de conflits d'intérêts</i>	
2. Minutes / Procès-verbal	
2.1. Approval of Previous Meeting's Minutes - January 14, 2026 / <i>Adoption du procès-verbal de la réunion précédente – 14 janvier 2026</i>	P. 2-3
2.2. Business arising from the Minutes / <i>Affaires découlant du procès-verbal</i>	
3. Matters for Information / Questions d'information	
3.1 Report from the Senior management delegate / <i>Rapport du cadre supérieur délégué</i>	P. 4-5
3.2 Annual Dashboard 2025-2026 / <i>Tableau de bord annuel 2025-2026</i>	P. 6-7
4. Date of Next meeting / Prochaine réunion – October 2026	
5. Adjournment / Ajournement	

REPORT OF THE MEETING OF THE FRENCH LANGUAGE SERVICES COMMITTEE

January 14, 2026 at 6:00PM in the Boardroom / MS Teams

Present: Dr. G. Raby, Chair F. Desjardins Dr. S. Robertson
 Dr. R. Cardinal L. Ramsay R. Alldred-Hughes, CEO

Regrets: None

Summary of Discussion of the meeting

1.0 Approval of Agenda

Agenda: The agenda was reviewed.

Moved By: F. Desjardins
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 4, 2025, was reviewed.

Moved By: Dr. S. Robertson
Seconded By: F. Desjardins
THAT the report of the meeting of June 4, 2025, be approved as presented.

CARRIED

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

3.0 Matters for Information

3.1 Summary of the Annual French Language report to the Ministry

The annual French language report is due at the beginning of June which is the reason that there will now be a meeting in September as well as May annually.

Discussion ensued around areas that are lacking within the hospital in terms of not having staff who can speak in French. The Auxiliary do not keep data on their members which makes it a challenge to report the number of Francophone speaking members. Work will be done on obtaining this information. Otherwise, the hospital is in good standing with an appropriate number of staff members who can speak French. French as a second language is also offered to staff and paid for by the hospital.

3.2 HR Plan 2024-2025

The HR plan was presented and demonstrates the positions that are required to be bilingual in which we currently meet the requirements. The hospital does have a translation service available should we not have bilingual staff working during a shift; however, this is very minimally used for French.

4.0 Matters for Discussion and/or Decision

4.1 Review Terms of Reference

The French Language Services Committee terms of reference were reviewed.

Moved By: Dr. R. Cardinal

Seconded By: Dr. S. Robertson

THAT the French Language Services Committee recommend to the Governance Committee the Terms of Reference as amended for Board approval.

The role will be revised to better reflect the committee and the responsibilities will also be updated to include an element of recruitment of bilingual staff.

CARRIED

5.0 Date of Next Meeting

Next meeting: June 3, 2026

K-L. Massia, Recorder

DRAFT

French Language Services Committee French Language Services Status Report

Purpose / Recommendation

The French Language Services (FLS) Status Annual Report is provided in compliance with the requirements of the *French Language Services Act (FLSA)*, which requires the Board of Directors to receive an annual update on accomplishments and issues related to French language services.

This report enables the Hospital and its Board of Directors to demonstrate and promote organizational accountability regarding the provision of services in French, while monitoring indicators related to the Hospital's capacity to meet the needs and expectations of Francophone patients and communities.

For 2025-2026, HGMH is only required to submit the annual FLS report as requested by Ontario Health East and the Ministry, through the FLHSD portal.

Enterprise Risk Profile

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

Introduction / Background

This report provides an update on key indicators used to monitor HGMH's capacity to provide services in French, as well as organizational performance related to the consistency and quality of our French language services.

The report ensures that HGMH continues to integrate French language services into its strategy and operational planning in order to:

- Meet the linguistic needs of the Francophone population;
- Respect the linguistic rights of Francophone patients and families; and
- Offer services in the patient's preferred official language

HGMH is committed to providing a positive experience for patients who prefer to receive services in French, and to maintaining compliance with the requirements of the FLSA.

Given the significant Francophone presence within the region served by HGMH, the Hospital remains committed to providing all services in both official languages.

The concept of active offer is central to this commitment and is defined as:

"An approach that is based on proactively offering service in French rather than expecting patients to ask for it."

This approach is essential to ensuring responsiveness to the needs, rights and expectations of Francophones who prefer services in French.



Analysis / Update

This section provides information on the following items: regulatory landscape, the official languages framework and key related to French language services.

a) Regulatory Landscape – (FLSA) : HGMH is committed to providing patient services in both official languages. This commitment aligns with the Hospital's full designation status under the FLSA, which requires the Hospital to ensure the availability and quality of French language services across all programs and services.

b) Official Languages Framework: The HGMH French Language Services Framework establishes the structure required to define, support, promote and sustain official languages objectives across the organization. This Policy framework supports both the current and future delivery of French language services and reinforces HGMH's commitment to continuous improvement in bilingual service delivery.

c) Main indicators for offer of services in French: The Annual Dashboard 2025-2026 includes data related to: demand for services in French, bilingual capacity of staff, physicians and volunteers, patient satisfaction, complaints related to language services, board composition and bilingual capacity within the Senior Leadership Team.

Risk / Opportunity Analysis

Risks associated with the provision of services in both official languages, as well as obligations under the FLSA, can be mitigated through awareness, guidance, and support for staff, particularly clinical managers and their teams.

Clinical managers are responsible for determine the number of bilingual French-English positions required for each role and shift, to ensure access to service in French. They are also responsible for recruitment decisions based on these operational requirements. Accordingly, it remains a priority to ensure managers are appropriately informed and supported when making bilingual recruitment decisions.

As HGMH relies on employees to actively offer services in the patient's preferred official language, regardless of individual French-language proficiency levels, it is important that staff continue to receive education, tools and resources related to active offer best practices. These measures support the Hospital's readiness to provide services in French and help ensure services are consistently delivered in the patient's preferred language.

Respectfully submitted

Linda S. Ramsay

VP of Corporate Services and CFO

May 28, 2025

French Language Services
Services en français
2025-2026

Print
Imprimante

Dimension	Metric	April Avril 2025	May Mai 2025	June Juin 2025	July Juillet 2025	August Aout 2025	September Septembre 2025	October Octobre 2025	November Novembre 2025	December Décembre 2025	January Janvier 2026	February Février 2026	March Mars 2026	YTD Jour	À 2024-2025
French Language Services Services en français	Inpatient French Language - % served in French Patients hospitalisés langue française - % servi en français	80.00%			75.00%			60.00%			50.00%			66.25%	26.27%
	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?	80.00%			75.00%			60.00%			50.00%			66.25%	100.00%
	ER French Language - % served in French Patients de l'urgence langue française - % servi en français	87.81%			91.50%			89.19%			95.89%			91.10%	38.71%
	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?	87.81%			91.50%			89.19%			95.89%			91.10%	88.47%
	Patients whose mother tongue is French – ER Patients dont la langue maternelle est le français - Urgence	38.61%			40.28%			37.64%			39.08%			38.90%	35.99%
	Patients whose mother tongue is French – clinics Patients dont la langue maternelle est le français - cliniques	33.90%			32.83%			34.13%			34.19%			33.76%	27.12%
	Patients whose mother tongue is French – Inpatient Patients dont la langue maternelle est le français - Patients hospitalisés	35.44%			42.21%			36.45%			31.86%			36.49%	32.52%
	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	0.00	0.00	0.00	0.00	12.00	17.00	0.00	0.00	0.00	29 min	43 min
	Patients whose mother tongue is French (all registered patients) Patients dont la langue maternelle est le français (tous les patients inscrits)	35.85%			36.45%			35.68%			36.05%			36.01%	30.95%
	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	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0	0
	Active Volunteers (Auxiliary) - French speaking and bilingual Volontaires Actifs (Auxiliaires) - francophone ou bilingue														83.02%

Board members - French speaking and bilingual Membres du conseil - francophone ou bilingue						100.00%	100.00%	91.60%
Family physician practice - French speaking or bilingual Médecins de famille - francophone ou bilingue						80.00%	71.00%	58.00%
Physicians ER - French speaking or bilingual Médecins Urgences - francophone ou bilingue						62.00%	60.00%	60.00%
Physicians Consultants - French speaking or bilingual Médecins consultants - francophone ou bilingue						55.00%	47.00%	47.00%
	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	46.00%	15.00%	8.00%	31.00%	0.00%	0.0%	61.0%	64.3%
Employees proficiency - Nursing Compétence des employés - soins infirmiers	36.37%	22.22%	16.16%	13.13%	12.12%	0.0%	58.6%	48.8%
Employees proficiency - Allied Health Compétence des employés - Paramédical	44.86%	24.14%	13.80%	3.40%	13.80%	0.0%	69.0%	61.3%