

AGENDA
FRENCH LANGUAGE SERVICES COMMITTEE/
COMITÉ DES SERVICES EN FRANÇAIS

Thursday, October 8, 2026 at 3:30 PM Boardroom/Microsoft Teams
Jeudi le 8 octobre 2026 à 15H30 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 - June 3, 2026 / <i>Adoption du procès-verbal de la réunion précédente – 3 juin 2026</i>	P. 2
2.2. Business arising from the Minutes / <i>Affaires découlant du procès-verbal</i>	
3. Matters for Information / Questions d'information	
3.1 Summary of the Annual French Language report to the Ministry / <i>Sommaire du rapport annuel au Ministère sur les services de santé en français</i>	P. 3-26
4. Date of Next meeting / Prochaine réunion – June 3, 2026	
5. Adjournment / Ajournement	

REPORT OF THE MEETING OF THE FRENCH LANGUAGE SERVICES COMMITTEE

June 3, 2026 at 5:00PM in the Boardroom / MS Teams

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

Regrets: Dr. R. Cardinal

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 January 14, 2026, was reviewed.

Moved By: Dr. S. Robertson

Seconded By: F. Desjardins

THAT the report of the meeting of January 14, 2026, be approved as presented.

CARRIED

Business Arising:

There was no business arising from the minutes.

3.0 Matters for Information

3.1 Report of the Senior Management Delegate

Report included in the package.

3.2 Annual Dashboard 2025-2026

The annual dashboard was reviewed and discussed. It will be submitted next week and revisited for further discussion in the fall.

4.0 Date of Next Meeting

Next meeting: October 2026

K-L. Massia, Recorder

BDSSEF FLHSD PROD (MPBSDP)
To: O Ramsay, Linda (MOH External)

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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 - Identified										
Report Date:	2026-06-23									
Report requested by	Linda Ramsay									
Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	1.1 - Letter Patent:	1.5 Organizational type or category(AKA Sector of Care):	1.6 - Clientele:	1.7 - Brief description of the background of the agency or organization:	2.1 - Type of application:
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	Hopital Glengarry Memorial Hospital	Hospital Services	A Francophone minority: 49% and less of clients are Francophone	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 200 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	Full designation

2.2 - List of all programs/services offered by the agency:	3.1 - Name of the city(its) and/or region(s) served:		3.3 - Clientele		5.1 - How do you identify Francophone clients	5.2 - What do you do when you receive a request for services in French?
Ambulatory clinics: cardiology, minor and general surgery, gastroenterology, gynecology/obstetrics, internal medicine, family medicine, neurology, orthopedics, respirology, urology, telemedicine and pain. 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	City / Region 1:	Township of North Glengarry	Total Number of Visits:	43,321	Clients self-identify as Francophone Mother Tongue	A caregiver, volunteer or staff member acts as interpreter Professional interpretation service is offered
			# of visits by francophone clients:	12,820		
	City / Region 2:	Township of South Glengarry	French Visits Percent:	29.59%	Official language spoken	We match clients with staff members who have French Language Skills
	City / Region 3:		Total number of unique clients:		Official language in which are most comfortable	
			# of Francophone clients:			
French Percent:						

5.3 - If you chose “The client is referred to another provider who offers French language services”, please list these providers.	5.4 - How do you measure client satisfaction with the French language services offered by your organization?	5.5 - Does your organization have a policy or guidelines on active offer?	5.6 - 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?
	We use a survey of overall client satisfaction with services rendered	Yes	Orientation Package

FLHS Data Extract Report - Human Resources															
Report Date:	2026-06-23														
Report requested by	Linda Ramsay														
												Total Employees		E	
Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Total Number of Employees	Total Number of HR Record	Department	Program/Service	Funding	Position	FT	PT	Cas	FT
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated		36	Clinical	7131020 AC Emergency - General	Ministry of Health / Ministry of Long Term Care	RT	0	2	0	0
								Clinical	7144005 PH General Pharmacy	Ministry of Health / Ministry of Long Term Care	Registered Pharmacy Techs.	1	1	3	1
								Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	Adm. Assistant Medical Affairs	1	0	0	0
								Clinical	71230 IP Combined Medical/Surgical	Ministry of Health / Ministry of Long Term Care	RPN - Acute	3	8	5	0
								Clinical	7131020 AC Emergency - General	Ministry of Health / Ministry of Long Term Care	RPN - ER	3	0	0	1
								Clinical	7131020 AC Emergency - General	Ministry of Health / Ministry of Long Term Care	RN - ER	6	15	5	3
								Support Services	7113510 AS Mat. Mgmt - Purchasing	Ministry of Health / Ministry of Long Term Care	Mat. Management Manager	1	0	0	0
								Support Services	71180 AS Registration (Admitting)	Ministry of Health / Ministry of Long Term Care	Admitting/Ward Clerks (Medical Clerks)	4	5	2	4
								Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	CNE	1	0	0	0
								Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	CHRO	1	0	0	0

Clinical	71230 IP Combined Medical/Surgical		Manager Inpatient Unit	1	0	0	0
Clinical	71450 TH Physiotherapy (Includes LTCH)	Ministry of Health / Ministry of Long Term Care	Rehab/Physiotherapy Manager	1	0	0	1
Support Services	71190 AS Health Records	Ministry of Health / Ministry of Long Term Care	Filling Clerks	0	2	0	0
Support Services	71195 AS Food Services	Ministry of Health / Ministry of Long Term Care	Cooks/Dietary Aides	1	10	6	0
Support Services	71115 AS Finance	Ministry of Health / Ministry of Long Term Care	Bookkeepers - AR clerks - switchboard	2	0	0	2
Clinical	7131020 AC Emergency - General		Manager of ER services	1	0	0	0
Support Services	71115 AS Finance	Ministry of Health / Ministry of Long Term Care	General Accounts (Payroll and AP)	1	0	0	1
Clinical	7141518 MI Radiography	Ministry of Health / Ministry of Long Term Care	Xray technologists	1	5	0	1
Clinical	7141530 MI Diagnostic Ultrasound	Ministry of Health / Ministry of Long Term Care	Ultrasonographers	0	1	2	0
Clinical	7128110 IP Medical Rehabilitation	Ministry of Health / Ministry of Long Term Care	PSW - Rehab	0	4	1	0
Clinical	71450 TH Physiotherapy (Includes LTCH)	Ministry of Health / Ministry of Long Term Care	OT and OT/PT Aides	4	1	1	2
Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	CEO	1	0	0	0
Clinical	7144005 PH General Pharmacy	Ministry of Health / Ministry of Long Term Care	Pharmacy Manager	1	0	0	0
Clinical	71450 TH Physiotherapy (Includes LTCH)	Ministry of Health / Ministry of Long Term Care	SLP	1	0	0	1

								Clinical	71450 TH Physiotherapy (Includes LTCH)	Ministry of Health / Ministry of Long Term Care	Physiotherap ists	4	1	0	2
								Support Services	71190 AS Health Records	Ministry of Health / Ministry of Long Term Care	Coder	1	0	0	0
								Administration	71125 Information systems	Ministry of Health / Ministry of Long Term Care	IT	3	0	0	0
								Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	Executive Assitant	1	0	0	1
								Administration	71110 AS Administrative Services	Ministry of Health / Ministry of Long Term Care	CFO	1	0	0	1
								Administration	71120 AS Human Resources	Ministry of Health / Ministry of Long Term Care	HR	1	0	0	0
								Support Services	71115 AS Finance	Ministry of Health / Ministry of Long Term Care	Manager of Financial Services	1	0	0	0
								Support Services	71190 AS Health Records	Ministry of Health / Ministry of Long Term Care	HIS Manager	1	0	0	0
								Clinical	71230 IP Combined Medical/Surgical	Ministry of Health / Ministry of Long Term Care	PSW - Acute	2	3	2	0
								Clinical	71230 IP Combined Medical/Surgical	Ministry of Health / Ministry of Long Term Care	RN - Acute	3	15	6	2
								Clinical	7120510 IP Nursing Administration	Ministry of Health / Ministry of Long Term Care	Professional Practice/clin ical managers	1	0	0	0
								Clinical	7128110 IP Medical Rehabilitation	Ministry of Health / Ministry of Long Term Care	RPN - Rehab	3	11	2	2

employees required to provide French language services					Employees with proficiency in regards to the language profile						Linguistic Profile			Positions with French Language Skills	
FT%	PT	PT%	Cas	Cas%	FT	FT%	PT	PT%	Cas	Cas%	Oral	Written	Variance	Count	French Level
	0	0.00%	0		0		1	50.00%	0		Advanced - Minus	Undetermined	1	N/A	N/A
100.00%	0	0.00%	0	0.00%	1	100.00%	0	0.00%	0	0.00%	Intermediate	Undetermined	0	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Undetermined	Undetermined	1	N/A	N/A
0.00%	4	50.00%	0	0.00%	2	66.67%	4	50.00%	2	40.00%	Advanced - Minus	Undetermined	4	N/A	N/A
33.33%	0		0		2	66.67%	0		0		Advanced - Minus	Undetermined	1	N/A	N/A
50.00%	4	26.67%	0	0.00%	4	66.67%	6	40.00%	3	60.00%	Elementary	Undetermined	6	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Undetermined	Undetermined	0	N/A	N/A
100.00%	5	100.00%	2	100.00%	4	100.00%	5	100.00%	2	100.00%	Advanced Plus	Undetermined	0	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Undetermined	Undetermined	0	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Undetermined	Undetermined	1	N/A	N/A

0.00%	0		0		0	0.00%	0		0		Elementary	Undetermined	0	N/A	N/A
100.00%	0		0		1	100.00%	0		0		Advanced - Minus	Undetermined	0	N/A	N/A
	2	100.00%	0		0		2	100.00%	0		Advanced - Minus	Elementary	0	N/A	N/A
0.00%	2	20.00%	0	0.00%	0	0.00%	4	40.00%	3	50.00%	Intermediate	Undetermined	5	N/A	N/A
100.00%	0		0		2	100.00%	0		0		Advanced Plus	Undetermined	0	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Intermediate	Undetermined	1	N/A	N/A
100.00%	0		0		1	100.00%	0		0		Advanced Plus	Undetermined	0	N/A	N/A
100.00%	3	60.00%	0		1	100.00%	4	80.00%	0		Advanced - Minus	Undetermined	1	N/A	N/A
	2	200.00%	0	0.00%	0		1	100.00%	1	50.00%	Advanced - Minus	Undetermined	0	N/A	N/A
	2	50.00%	0	0.00%	0		3	75.00%	1	100.00%	Advanced - Minus	Undetermined	2	N/A	N/A
50.00%	0	0.00%	0	0.00%	4	100.00%	1	100.00%	0	0.00%	Advanced - Minus	Undetermined	3	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Undetermined	Undetermined	0	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Undetermined	Undetermined	1	N/A	N/A
100.00%	0		0		1	100.00%	0		0		Advanced	Undetermined	0	N/A	N/A

50.00%	0	0.00%	0		4	100.00%	1	100.00%	0		Advanced - Minus	Undetermined	3	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Undetermined	Undetermined	1	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Undetermined	Undetermined	0	N/A	N/A
100.00%	0		0		1	100.00%	0		0		Advanced	Intermediate	0	N/A	N/A
100.00%	0		0		1	100.00%	0		0		Superior	Superior	0	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Intermediate	Undetermined	0	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Advanced - Minus	Undetermined	1	N/A	N/A
0.00%	0		0		0	0.00%	0		0		Undetermined	Undetermined	0	N/A	N/A
0.00%	1	33.33%	0	0.00%	2	100.00%	3	100.00%	1	50.00%	Advanced - Minus	Undetermined	5	N/A	N/A
66.67%	5	33.33%	0	0.00%	0	0.00%	11	73.33%	3	50.00%	Advanced - Minus	Undetermined	7	N/A	N/A
0.00%	0		0		1	100.00%	0		0		Elementary	Undetermined	1	N/A	N/A
66.67%	4	36.36%	0	0.00%	2	66.67%	7	63.64%	1	50.00%	Advanced - Minus	Undetermined	4	N/A	N/A

FLHS Data Extract Report - Population											
Report Date:	2026-06-23										
Report requested by	Linda Ramsay										
Agency Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Population Name	Region	Year	Total Population	Francophone Population	Percentage
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	South Glengarry	East	2021	13,330	3,935	29.52
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	North Glengarry	East	2021	10,145	3,915	38.59

FLHS Data Extract Report - Submission Contacts											
Report Date:	2026-06-23										
Report requested by	Linda Ramsay										
Agency Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	First Name	Last Name	Contact Type	Email	Fax	Phone
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	Robert	Alldred-Hughes	Person responsible for the Plan	ralldred-hughes@hgmh.on.ca	(613) 525-5693	(613) 525-2222
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	Linda	Ramsay	Resource Person	lramsay@hgmh.on.ca	(613) 525-5673	(613) 525-2222 x 4103

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

Report Date:	2026-06-23						
Report requested by	Linda Ramsay						
Submission Name	Reporting Period	OHFS Number	LHIN	OH Region	Agency Status	Requirement name	Activities
Glengarry Memorial Hospital - 2025-2026	2025-2026	802	Champlain	East	Fully Designated	1. Board resolution to seek designation - Not required for FLHSD report	
						2. FLS Policy Framework	See policy BOD 01.002.0.24 - French Language Services
						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.

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8. Organizational Website	Policy BOD.01.002.0.24 French Language Services
9. Exterior Signage	Policy COR.01.007.0.23 Signage
10. Interior Signage	Policy COR.01.007.0.23 Signage
11. Documents intended for Clients	COR.01.009.0.23 Policy, Forms and SOP Process Policy
Page 17 of 26	

						15. Complaints management and FLS reporting COR.01.025.0.25 Patient Relations Report to the Board of Directors - to be presented at June 3, 2026 FLS Committee and Board June 18, 2026 (with FLS Dashboard 2025-2026)
						16. Human Resources Policy COR.08.004.0.23 Staff Recruitment

					17. Staffing of personnel and volunteers proficient in French	COR.08.004.0.23 Staff recruitment
					18. Linguistic Training	HR.01.21.2.14 - Hiring - Professional Staff shortages CO.07.023.2.21 Second Language Training
					19. Human Resources Plan	HR.01.018.2.14 Staffing HR .01.020.2.22 Hiring - Designated Bilingual Positions
					20. Letters of support - Not required for FLHSD report	

Person Responsible	Status	Start Date	Anticipated End Date	Additional Information	Final Product Description	Document list
Linda S. Ramsay	Completed	5/31/2024	5/31/2024	See documentation: 2024.06.20 Letter from Board HGMH - Corporate By-law - Extract Page 7 Motion_Resolution June 19, 2024		2024.06.20 Letter from Board.docx,board_french_language_services_committee_tor_2017.docx,board_french_language_services_committee_tor_2017_french.docx,BOD.01.002.0.24 French Language Services.pdf,By Law Extract.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	Completed	6/16/2026	6/16/2026	See documentation: BOD 01.002.0.24 French Language Services HGMH - Corporate By-law - Extract page 7 2024.06.20 Letter from Board		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	Completed	6/17/2026	6/17/2026	See documentation: Hospital Main Greeting_July 12, 2023 Laboratory Phone Tree Script March 2024		CO.01.031.3.20 Communication.docx,co_01_030_2_19_active_service_offer_personnel_and_bilingual_services.pdf,co_01_031_3_20_communication.pdf,Hospital Main Greeting_July 12, 2023.docx,hospital_main_greeting_july_14_2020.docx,hr_01_018_2_14_staffing.pdf,Laboratory Phone Tree Script March 2024.docx,
Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documents: ADM-046-16 - ADM-ER-IN registration Admission Screenshot Linguistic Capture		ADM-046-16 - ADM - ER-IN Registration Extract Page 7.pdf,Admission Screenshot Linguistic Capture.pdf,co_01_030_2_19_active_service_offer_personnel_and_bilingual_services.pdf,hr_01_018_2_14_staffing.pdf,
Linda S. Ramsay	Completed	6/16/2026	6/16/2026	See documentation: EORLA - Service Agreement Extract Page 11		EORLA - Service Agreement Extract Page 11.pdf,
Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documentation: ED Patient Survey English x French Survey form Inpatient Rehab HGMH Website Patient Relations - Complaint French		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,COR.01.025.0.25 Patient Relations.pdf,cpes_survey_fr.pdf,ED Patient Survey English w French.pdf,edpec_survey_fr.pdf, HGMH Website Patient relations - Complaint french.png,patient_relations_hospital_glengarry_memorial_hospital.pdf,Survey Form Inpatient Rehab.pdf,

Linda S. Ramsay	Completed	6/16/2026	6/16/2026	See documentation: BOD.01.001.0.23 Communication & Hospital Spokesperson COR.08.005.00.24 Social Media Information on website FLS Website Screenshot June 2025 1 and 2		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_0 1_056_0_16_social_media_poli cy.pdf,COR.08.005.00.24 Social Media.docx,Information on website FLS.docx,screen_shot_faceboo k.pdf,screen_shot_website.pdf,s ection_4_2_3_a_screen_shot_a dmitting.jpg,Website screenshot.docx,Website Screenshot_1 June 2025.pdf,Website Screenshot_2 June 2025.png,
Linda S. Ramsay	Completed	6/16/2026	6/16/2026	See documentation: Outside directional signage		co_01_020_2_18_signage.pdf,e xterior_signage.pdf,Outside Directional Signage.jpg,
Linda S. Ramsay	Completed	6/16/2026	6/16/2026	See documentation: COR.10.003.0.24 ID badges ID badge picture Interior Wayfinding signage picture Mask signage picture		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.j pg,section_4_3_3_b_.jpg,
Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documentation: 51-E-06-16 Consent to Medical Treatment Form 491-15-22 Consent to disclose personal health information form 810-01E-24 Clinical Ethics Consultation Eng 810-01F-24 Clinical Ethics Consultation French		2020_patient_handbook_fra.pdf, 451_40_04_21000050_patient_l eave_against_med_advice.pdf,4 67_19_14_colles_fractures_exe rcises_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_2 0_communication.pdf,co_01_04 6_4_19_policy_form_and_sop_ process.pdf,COR.01.009.0.23 Policy Form and Standard Operating Procedure Process.pdf,

Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documentation: Letterhead HGMH	co_01_031_3_20_communicati on.pdf,HGMH Letterhead.docx,letterhead.pdf,
Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documentation: Departmental cards Facebook Screenshot Physiotherapy appointment card SOP.01.001.0.24 Translation of documents policy	2020_patient_handbook_fra.pdf, 467_19_14_colles_fractures_ex ercises_french_english.pdf,BOD .04.001.0.23 Senior Management Language Skills.pdf,co_01_020_2_18_sign age.pdf,co_01_031_2_17_writte n_communication.pdf,co_01_03 1_3_20_communication.pdf,co_ 01_056_0_16_social_media_pol icy.pdf,Departmental Cards (ER&CWS).pdf,FACEBOOK_Sc reenshot.docx,PHYSIOTHERAP Y APPOINTMENT CARD.pdf,Responsabilities 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	Completed	6/17/2026	6/17/2026	See documentation: BOD.02.002.0.23 Senior Management Language skills VP of Support Services and CFO Job Description	BOD.02.002.0.23 Senior Management Language Skills.pdf,cfo_job_fact_sheet_20 19.pdf,

Linda S. Ramsay	Completed	6/17/2026	6/17/2026	See documentation: 2026.06.3 Board of Directors Meeting Agenda Responsibilities of the Board SLT and FLS SL TOR - Board FLS Committee 2023 FLS Dashboard 2025-2026- to be presented at June 3, 2026 FLS Committee meeting		1 2026.06.03 - French Language Services Committee Agenda.docx,2020_patient_han dbook_fra.pdf,2023.06.14 Board of Directors Meeting Agenda.doc,3.1 Report to the Board of Directors.docx,3.2 French Language Services DashBoard 2025-2026 Final.pdf,51_a_83_13_complain t_documentation_and_follow_up .doc,CO.01.016.5.22 Patient - Patient Family Complaint Policy.docx,co_01_016_4_16_p atient_family_complaint_proces s.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	Completed	6/17/2026	6/17/2026	See documentation: 51-A-58-21 Language Proficiency Evaluation Tool 51-A-278-22 Staff Action Position Approval Form CO.07.023.2.21 Second Language Training COR.03.001.0.23 Interpretation Services Request HR.01.020.2.22 Hiring - Designated Bilingual Positions		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	Completed	6/17/2026	6/17/2026	See documentation: 51-A-21 Application for appointment to professional staff 51-A-58-21 Language Proficiency Evaluation Tool Auxiliary Application FLS Dashboard 2025-2026 JG.01.018.2.14 Staffing HR.01.020.2.22 Hiring - Designated Bilingual Positions HR.01.021.2.14 Hiring - Professional Staff Shortages HR.01.032.1.14 External Job Postings J0223.0092 - Job posting PT Medical Clerk (Eng and Fre)		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	Completed	6/17/2026	6/17/2026	See documentation: Advertising in staff and doctors newsletter on French Language education 2024.01.05 Bi-Weekly Blitz 2024.01.12 Physicians Newsletter		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	Completed	6/17/2026	6/17/2026	See documentation: 51-A-58-21 Language Proficiency Evaluation Tool FLS HR Plan 2024- Glengarry Memorial Hospital 2025-2026		FLS HR Plan 2024_Glengarry Memorial Hospital - 2023-2024.xlsx,hr_01_019_2_14_staff_recruitment.doc,