

SENSENBRENNER HOSPITAL
ADMINISTRATIVE
POLICY & PROCEDURE MANUAL

POLICY NO.: I-1-40
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ISSUED BY: FLSAC/
BOARD OF DIRECTORS

MANUAL DISTRIBUTION:
ADMINISTRATIVE, ORIENTATION
(POST FRONT LOBBY), EDUCATION
SERVICES (#I-C-10)

APPROVED BY: CEO

CATEGORY: ADMINISTRATIVE
OVERVIEW



ORIGINAL DATE OF ISSUE:
October 1987

REVIEW/REVISION (YY/MM): R11/04, R18/04, R22/07

FRENCH LANGUAGE SERVICES POLICY

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FRENCH LANGUAGE SERVICES POLICY

1.0 Policy Statement

All services provided within the scope of this policy shall conform to the mission statement of the hospital and reflect the level of professional care given at Sensenbrenner Hospital.

2.0 General Principles

WHEREAS English and French are the two official languages of Canada, and

WHEREAS Sensenbrenner Hospital is a designated Health Service Provider under O. Reg. 398/93 under the French Language Services Act (FLSA) to provide health services to the patients/clients and the public in French in accordance with the provisions of the FLSA, and

WHEREAS the bilingual nature of the geographic area served and the invaluable merits of being able to communicate in one's mother tongue, Sensenbrenner Hospital shall provide the necessary French language services to its patients/clients and public under the FLSA, and

WHEREAS Sensenbrenner Hospital recognizes patients/clients of either official language as having the same rights, status and privileges, and as such, they will be served in the official language of their choice at all times, in all departments with direct patient/client and/or public contact, and

WHEREAS patients/clients and the public are encouraged to communicate in the official language of their choice with Sensenbrenner Hospital staff, and

WHEREAS Sensenbrenner Hospital uses an active offer approach in communicating with clients and the general public, management, staff and volunteers will use the Active Offer of French Language Services in Health Management and Employee Fact Sheets attached to the policy (please refer to Appendix 1) when communicating in French with patients/clients and the general public, and

WHEREAS nothing in this policy shall annul the rights of any patient/client, employee or member of the public, nor serve as an incentive or justification for any increase in remuneration or benefits available within the scope of a collective agreement, and

WHEREAS the Board of Directors of Sensenbrenner Hospital has adopted this French language services policy.

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3.0 Services in the Official Language of the Choice of Patients/Clients

In keeping with the spirit of the French Language Services Act designation and continuous quality improvement initiatives, staff shall take the following steps to ensure that patients/clients receive services in the official language of their choice.

Sensenbrenner Hospital has a comprehensive mechanism for identifying French-speaking patients/clients. At the time of registration, clients are informed of the availability of French language services and asked the following questions:

- 1) What is your mother tongue? English, French, Other
- 2) If your mother tongue is neither French nor English, in which of Canada's official languages are you most comfortable? French, English

All patients/clients shall be greeted in both official languages and the official language of choice shall be determined with initial contact. The use of the colour blue as described below will alert all staff caring for patients/clients who have indicated their choice for services in French.

Procedure for inpatients:

- 1) All patients/clients indicating a choice for services in French shall have their name bracelet issued and coloured in blue;
- 2) The name of the patient/client on the admission form shall be highlighted in blue.

Procedure for outpatients:

- 1) All outpatients indicating a choice for services in French shall have their name highlighted in blue on the form they are presenting with, i.e., Emergency form, Laboratory, Diagnostic Imaging, etc.

Employees who are bilingual will wear an approved badge, which indicates to patients/clients and the general public their ability to communicate in French.

Volunteers shall also take steps to ensure that patients/client and the general public receive services in the official language of their choice. For more information, see the Volunteer Orientation and Supervision Policy No. IV-25.

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4.0 Survey or Complaints Process

Patients/Clients who have expressed a choice of language and have not been served in the official language of their choice may lodge a complaint as per the Administrative Policy No. I-3-90 '*Patient/Family Feedback: Compliments, Complaints and/or Concerns*'. Steps are in place to manage complaints concerning French language services. An appropriate response in the said language of the complaint/concern will be ensured.

The inpatient and outpatient patient/client satisfaction questionnaires used by Sensenbrenner Hospital is available in both official languages and is clearly communicated to patients/clients so that they may evaluate the quality of French language services offered.

Questions to evaluate the quality of FLS offered are:

- 1) Were you served in the official language in which you are most comfortable? Yes, No
- 2) If you received services in French, were you satisfied with the serviced provided? Yes, No, Why?

For more information, see the Administrative Policy No. I-3-180 '*Inpatient and Outpatient Satisfaction Questionnaires*'.

5.0 Communication

5.1 Oral Communication

Telephone calls: Bilingual staff and volunteers shall answer the telephone in English and French and will carry on the conversation in the language chosen by the caller. If a person receives a call and cannot communicate in French as requested, the call will be transferred to someone who can respond in French.

Recorded telephone messages: Recorded telephone messages accessed by the general public after regular business hours shall be in both English and French. For individual staff voicemail, bilingual staff will record a bilingual message.

Reception areas: Receptionist positions will be filled with bilingual incumbents capable of handling calls and greeting the general public in both English and French.

Public events/ceremonies: Official public events shall be conducted in both official languages. All materials will be provided in English and French.

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Board meetings: Board meetings will be held in English. This does not preclude any citizen from addressing the speaker in French if they wish to do so, and a response will be provided in French.

Overhead announcements: All overhead announcements that are patient/client-related or destined for visitors shall be broadcast in both official languages.

5.2 Written Communication

Internal communication: The working language of Sensenbrenner Hospital is, and shall remain, English (i.e., charting, patient/client records, and committees). However, employees are encouraged to communicate among themselves in the language of their choice.

By-laws and Annual Board reports shall be provided in both official languages when presented at the Annual Board meeting. The totality of the Hospital By-Laws shall be produced in English.

Official documents: Technical and legal documents, official plans, drawing/maps, information reports, tenders, etc. shall be produced in English. Upon a special request by an individual to the Chief Executive Officer for French-language services, translation of documents produced in English only in accordance with this policy will be made available.

Correspondence: Correspondence will be answered in the official language in which it is received or in the official language of the correspondent's choice. All written communication aimed at the general public and intended for the notice or information of the public shall be issued in both English and French simultaneously.

Advertising and promotion: Advertising for special events, activities, meetings, notices, etc. will be published in both English (in English-language media) and in French (in French-language media).

Pamphlets, brochures and promotional material produced by Sensenbrenner Hospital for distribution to the general public will be available in English and French simultaneously.

Forms: All forms and accompanying notices produced by Sensenbrenner Hospital intended for patients/clients and public use shall be available in both English and French (a bilingual format is preferred).

Website: Sensenbrenner Hospital's website is bilingual. For more information, see the Administrative Policy No. I-2-11 '*Hospital Website/Release of Information*'.

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Media relations: All media released shall be issued in English (to English media) and French (to French media).

Signage: Exterior and interior signage intended for public viewing will be in both official languages. Interior signage will be used at the reception areas to notify the public that services are provided in French. Example of signage: “In this location, our services are offered in English and French. Bienvenue, ici nos services sont offerts en français et en anglais.” For more information, see the Administrative Policy No. I-2-28 ‘*Signage*’.

Other identification: Letterhead and business cards intended for public use will be in both official languages.

Translation: Translation is an exacting task in which style and tone must be considered. Sensenbrenner Hospital shall utilize the Ministry of Health & Long-Term Care (MOHLTC) funded translation services and other certified translators.

Department managers shall have responsibility for ensuring that all public documents issued by their staff, including general forms bearing a stores’ number, are available in both official languages.

Support tools: Staff serving French-speaking patients/clients and members of the public will have access to appropriate support tools: bilingual keyboards, spell check, French language software, English/French dictionaries, interpretation guide for healthcare professionals.

6.0 French Language Training for Employees

Sensenbrenner Hospital encourages staff to participate in French as a second language training to maintain or upgrade their level of proficiency. Information about French language courses is available via the Human Resources Department.

Language training will be taken on the employee’s own time unless stated otherwise and approved by the Director, Human Resources.

Staff members are also encouraged to take advantage of training opportunities offered in both English and French.

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7.0 Contracts Signed with Third Parties

To ensure the offer of French language services, all Request for Proposal processes and partnership Contracts and Agreements in regards to direct patient/client services will include a clause and/or condition which requires French language services be provided to our patients/clients.

8.0 Human Resources and Permanency of French Language Services

Senior Management shall determine the language skills required for each position, based on bona fide occupational requirements and the need to guarantee direct patient/client care.

8.1 Criteria for Designating Positions

Front line services: Areas where patients/clients first have contact with the organization are extremely important for the provision of French language services. Patients/Clients and visitors must receive the message that they can receive their services in French at the point of first contact. The reception area is considered a priority, therefore, in this area, 100% of the positions are designated.

Direct Care:

Pools of Staff: Where there is a pool of staff offering direct patient/client care, 75% of the positions are designated.

Single Incumbent Position: Where a position offers direct patient/client care and it is a single incumbent position, that position will be designated, unless an effective alternative, i.e., the service can be provided as well by another staff member who is bilingual and this will not result in a loss of quality or an unreasonable waiting time for the patient/client.

Areas that Do Not Offer Direct Care: Areas that do not offer direct care are examined to determine the degree of patient/client or public contact or if they provide services to staff. Designation of these services or specific positions within these services is determined on an individual basis.

Management Positions: The positions of Chief Executive Officer (CEO), Assistant Administrator, Nursing Services (AANS), Assistant Administrator, Finance and Hospital Services (AAF&HS), and Director, Human Resources (HR) constitute the Senior Management Team. Sensenbrenner Hospital's AANS and Director, HR positions are designated under the French Language Services Act. For more information, refer to the Human Resources Policy No. I-2-75 '*Senior Management Recruitment*'.

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Medical Staff: Preference shall be given to recruitment of bilingual medical staff, whenever possible.

8.2 Staffing

Existing and future positions will be matched with the required linguistic profile and define the level of competency required in both oral and written English and French productive and receptive skills.

Employees occupying designated positions must demonstrate a minimum of ADVANCED level French language in oral and written skills, as defined by the required linguistic profile for each position to be filled in line with the French language proficiency levels established by the Ministry of Francophone Affairs (see Appendix 2).

Staffing will be maintained to provide French-speaking patients/clients access to French-speaking personnel to guarantee that quality French language services are delivered on a permanent basis at all levels during all hours of operation.

8.3 Recruitment

Postings and advertisements for positions for which skills in both official languages are required will indicate, “candidates must have the ability to provide services in English and French”. Posting and advertisements for positions that have not been identified as “designated” or “proposed for designation” will indicate, “preference will be given to candidates having the ability to provide services in English and in French”. English and French language skills will be tested and rated in the selection process when bilingualism is essential or preferred.

The job security of incumbents in positions identified as “bilingualism essential” will not be threatened; however, when a position designated “bilingualism essential” becomes vacant, the position will be filled by a candidate who meets this required qualification.

When recruiting for designated positions, advertisements will be posted internally and externally in French and English. For certain professions, where recruitment is difficult, specific recruitment strategies will be used in an attempt to obtain qualified bilingual candidates. These may include recruitment fairs and websites, professional association journals or other recruitment activities.

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Currently, Sensenbrenner Hospital displays its external job postings in local newspapers, employment websites and the hospital website.

For more details, see the Human Resources Policy No. I-2-10 *'Employment of Personnel'*.

8.4 Employment of Personnel

The linguistic competencies of the candidates will be evaluated by a selection committee during the pre-selection process (review of resumes and screening of candidates for language proficiency to attend the interview) and during the interview itself. This committee shall include members who possess French linguistic proficiency at the ADVANCED and ADVANCED-PLUS level and also possess a good knowledge of the duties, responsibilities and requirements of the position.

To evaluate oral proficiency, all interviews will be conducted in English and French.

When needed, to evaluate written competency, the candidate will be asked to complete a written assignment to be reviewed by a committee member with French proficiency at the ADVANCED-PLUS level.

If such a determination cannot be made to confirm the candidate's ability to meet the required oral and written level of competence, and if the candidate wishes to contest the decision, Sensenbrenner Hospital shall pursue a formal process by using an accredited language assessment service (e.g. Collège Boréal) to re-evaluate the linguistic competencies of the candidate.

In the event that concerted efforts to recruit a qualified bilingual candidate are unsuccessful, Sensenbrenner Hospital will fill the position with a non-bilingual qualified candidate who will be encouraged to access French as a second language training program. The position remains a designated position and the same efforts will be made to recruit a bilingual candidate once the position, once vacant, is again advertised. At all times, staffs are encouraged to take advantage of French language training opportunities in order to improve their language proficiency.

All new employees will receive a complete and structured orientation of the organization to include policies and procedures dealing with French language services.

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For more information, see the Human Resources Policy No. I-2-10 *'Employment of Personnel'*.

9.0 Annual Report

The French Language Services Advisory Committee will report annually to the Board of Directors on the effectiveness and implementation of the French Language Services Policy.

In Sensenbrenner Hospital's annual report, a French Language Services section will be incorporated outlining the status of French Language Services.

10.0 Accountability

The French Language Services Advisory Committee shall deal with matters pertaining to French language services that fall within their mandate. To ensure uniformity across the hospital, all actions taken shall be reported to the Board of Directors for review.

The CEO is accountable for the provision of permanent and high quality French language services and is responsible for ensuring the implementation of the policy.

APPENDIX 1 – GUIDELINES FOR THE ACTIVE OFFER OF FRENCH LANGUAGE SERVICES IN HEALTH FOR MANAGEMENT AND STAFF

Active Offer of FLS in Health

Employee Fact Sheet

What is Active Offer of FLS (French Language Services)?

Active Offer begins when :

Awareness is created within an organization and health service providers are proactive and supportive to the offer and provision of quality French language services.

Active Offer happens when...

Francophone members of the public are **informed** about available services in French, have **access** to these services and are **satisfied** with the quality of these services.¹

How does Active Offer of FLS fit into the health care system?

Active offer is an important factor when engaging patients in the local health system transformation. It provides for a better quality of service that is responsive to client needs and has a positive impact for clients, institutions and communities, as a clear understanding of one's health. It makes for a healthier individual and environment.

Local health service providers who are identified or, under the *French Language Services Act*², designated to provide FLS, are encouraged to be proactive in establishing and offering services in French, **rather than relying on the public having to request them.**

As stated by the French Language Services Commissioner – François Boileau – in his *Special Report on French Language Health Services Planning in Ontario, 2009*: "It has been shown, time and time again, that active offer has a considerable impact on the demand for services. The more actively a service is offered, the more demand there is for it. This is as true for health as for any other sector."

How do I promote an Active Offer of FLS?

- ❑ When delivering services in **person**, extend a two-language greeting, such as **Hello, Bonjour**.
- ❑ If the client/patient responds in French, continue the conversation in French. If you can't carry on the conversation in French, say **Un moment s'il-vous-plaît** (One moment please: UN MO-MON S'EEL-VOO-PLAY). Then go get someone who can speak French.
- ❑ When delivering services on the **phone**, answer in both languages. Example: **Hospital XX, Bonjour**. If you can't understand or speak to the French caller, say **Un moment s'il-vous-plaît** and transfer the call to someone who can.
- ❑ If you are bilingual, your voice mail should include a two-language greeting, such as **Hello/Bonjour**. **You have reached XX, please leave a detailed message.... Vous pouvez également laisser votre message en français.**
- ❑ If you speak French, wear a **badge** or **name tag** that clearly identifies you as French-speaking. That way, the French client/patient will know that they can speak to you in French.

¹ From "OPS Framework for Action: A Modern Ontario Public Service", 2006

² http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f30_0.htm must be considered the current and legal documentation.

- ❏ DON'T assume that if the client/patient is French, they will ask for their services in French or speak to you in French first. For whatever reason, they might feel awkward initiating the conversation in French. BE **PROACTIVE** by identifying yourself as French-speaking and making them feel comfortable to speak to you in French.
- ❏ DON'T be embarrassed if you feel that your French is "not good enough". Every bit helps, and the French client/patient will surely appreciate the effort. Don't worry if you don't know the "technical" vocabulary in French. Chances are that your client/patient won't know it either!
- ❏ The active offer of French language services is all about **good customer service!**

Active Offer of FLS in Health

Management Fact Sheet

What is Active Offer of FLS (French Language Services)?

Active Offer begins when :

Awareness is created within an organization and health service providers are proactive and supportive to the offer and provision of quality French language services.

Active Offer happens when...

*Francophone members of the public are **informed** about available services in French, have **access** to these services and are **satisfied** with the quality of these services.*¹

Quality French-language services are “actively offered” if the following elements are present:²

- a “client” or “service-focused” approach;
- knowledgeable and well-trained staff who have a clear understanding of their corporate and individual responsibilities regarding FLS;
- a willingness, where necessary, to look at alternative or innovative ways to meet FLS obligations and the needs of the Francophone community; and,
- time to “plan ahead”.

How does Active Offer of FLS fit into the health care system?

Active offer is an important factor when engaging patients in the local health system transformation. It provides for a better quality of service that is responsive to client needs and has a positive impact for clients, institutions and communities, as a clear understanding of one’s health. It makes for a healthier individual and environment.

Local health service providers who are identified or, under the *French Language Services Act*, designated to provide FLS, are encouraged to be proactive in establishing and offering services in French, **rather than relying on the public having to request them**. As crown agencies, LHINs are also accountable for providing FLS using an active offer approach.

As stated by the French Language Services Commissioner – François Boileau – in his *Special Report on French Language Health Services Planning in Ontario, 2009*: “It has been shown, time and time again, that active offer has a considerable impact on the demand for services. The more actively a service is offered, the more demand there is for it. This is as true for health as for any other sector.”

How do I promote an Active Offer of FLS?

- Educate staff and management on the *FLS Act*³ and the FLS requirements under the *Local Health System Integration Act*⁴.
- Ensure visual cues in the service environment that let the public know that services are available in French (i.e. signs, name tags, etc.)

¹ From “*OPS Framework for Action: A Modern Ontario Public Service*”, 2006

² From “*Practical Guide for the Active Offer of French-language Services in the Ontario Government*”, Office of Francophone Affairs, April 2008

³ http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f32_e.htm

⁴ http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f15_e.htm

- ▼ ▼ Offer services simultaneously in French and English (i.e. on the phone, at the reception desk, at admission, in print, etc.)
- ▼ ▼ Develop mechanisms for non-bilingual staff to handle requests for services in French – in person or over the phone.
- ▼ ▼ Identify and carry out an assessment of bilingual staff and the resources needed to ensure an active offer of FLS (i.e. language testing and training, bilingual reference tools, etc.)
- ▼ ▼ Develop a mechanism to identify French-speaking clients in order to facilitate needs assessment and matching of clients with French-speaking staff.
- ▼ ▼ Engage the Francophone community as an active partner in designing programs and services that meet the community's own needs (i.e. FLS Committee, consultations, etc.)
- ▼ ▼ Integrate FLS in strategic plans and develop policies and procedures pertaining to FLS (i.e. in HR policies, complaint mechanism, etc.)

L'offre active des services de santé en français

Fiche de renseignements pour l'employé

Qu'est-ce que l'offre active des services en français (SEF)?

L'offre active débute lorsque :

les fournisseurs de services de santé d'un établissement créent un environnement propice et sont proactifs dans l'offre et la prestation de services en français de qualité.

L'offre active est présente lorsque :

*les membres de la communauté francophone sont **informés** qu'il existe des services disponibles en français, qu'ils y ont accès et qu'ils sont **satisfaits** de la qualité de ces derniers.*¹

Comment l'offre active des SEF s'intègre dans le système de santé?

L'offre active est un facteur important lors de l'engagement du client dans la transformation du système de santé local. Il en découle une meilleure qualité de service qui permet de bien répondre aux besoins du client. Il y a donc un impact positif sur le client, les fournisseurs de services de santé et les communautés au niveau d'une meilleure compréhension de sa propre santé, ce qui se transmet par un individu en meilleure santé et un environnement plus sain.

Les fournisseurs de services de santé locaux qui sont identifiés ou désignés en vertu de la *Loi sur les services en français*² pour offrir des SEF, sont encouragés à être proactifs dans l'établissement et la prestation de services en français, plutôt que d'attendre que le public en demande.

Comme le précise le commissaire aux services en français – François Boileau – dans son *Rapport spécial sur la planification des services de santé en français en Ontario, 2009* : « Il a été démontré à plusieurs reprises qu'une offre active de services a un impact considérable sur la demande des services. Plus on offre un service, plus il y aura une demande par la suite. Cela s'applique tout autant dans le domaine de la santé. »

Comment promouvoir l'offre active des SEF?

- ☑ Lorsque vous offrez des services en **personne**, utilisez une salutation bilingue, comme **Hello, Bonjour.**
- ☑ Si le client/patient répond en français, continuez la conversation en français.
- ☑ Lorsque vous offrez des services au **téléphone**, répondez dans les deux langues. Exemple : **XX Hospital, Bonjour.**
- ☑ Si vous êtes bilingue, votre boîte vocale devrait comprendre un message bilingue, comme **Hello/Bonjour. You have reached XX, please leave a detailed message.... Vous pouvez également laisser votre message en français.**

¹ Tiré de "OPS Framework for Action: A Modern Ontario Public Service", 2006 (traduction libre)

² http://www.e-laws.gov.on.ca/html/statutes/french/elaws_statutes_90/32_f.htm must be considered the current and legal documentation.

- ✔ Utilisez un **insigne** ou un **porte-nom** qui identifie clairement que vous parlez français. Ainsi, le client/patient saura qu'il peut communiquer avec vous en français.
- ✔ N'attendez **PAS** que le client/patient francophone demande ses services en français ou vous adresse la parole en français. Il se peut qu'il soit mal à l'aise de commencer la conversation en français, quelle qu'en soit la raison. Soyez **PROACTIF** en vous présentant comme francophone et en rassurant la personne qu'elle peut vous parler en français.
- ✔ N'ayez **PAS** honte si vous pensez que votre français « n'est pas assez bon ». Tout effort compte et votre client/patient en sera sûrement reconnaissant. Si vous ne connaissez pas le vocabulaire « technique » en français, ce n'est pas grave. Il y a de fortes chances que votre client/patient ne le connaisse pas non plus!
- ✔ **L'offre active des services en français, c'est un bon service à la clientèle!**

L'offre active des services de santé en français

Fiche de renseignements pour la direction

Qu'est-ce que l'offre active des services en français (SEF)?

L'offre active débute lorsque :

les fournisseurs de services de santé d'un établissement créent un environnement propice et sont proactifs dans l'offre et la prestation de services en français de qualité.

L'offre active est présente lorsque :

les membres de la communauté francophone sont informés qu'il existe des services disponibles en français, qu'ils y ont accès et qu'ils sont satisfaits de la qualité de ces derniers.¹

Des services en français de qualité sont « offerts activement » lorsque les éléments suivants sont présents:²

- ☑ une approche fondée sur le « client » ou le « service »;
- ☑ des membres du personnel bien informés et formés qui comprennent tout à fait leurs responsabilités organisationnelles et individuelles par rapport aux SEF;
- ☑ une volonté, au besoin, de satisfaire aux exigences en matière de SEF et de répondre aux besoins de la communauté francophone en adoptant des solutions de rechange et des approches novatrices;
- ☑ des occasions de planification.

Comment l'offre active des SEF s'intègre dans le système de santé?

L'offre active est un facteur important lors de l'engagement du client dans la transformation du système de santé local. Il en découle une meilleure qualité de service qui permet de bien répondre aux besoins du client. Il y a donc un impact positif sur le client, les fournisseurs de services de santé et les communautés au niveau d'une meilleure compréhension de sa propre santé, ce qui se transmet par un individu en meilleure santé et un environnement plus sain.

Les fournisseurs de services de santé locaux qui sont identifiés ou désignés en vertu de la *Loi sur les services en français*³ pour offrir des SEF, sont encouragés à être proactifs dans l'établissement et la prestation de services en français, plutôt que d'attendre que le public en demande. En tant qu'organisme de la couronne, les réseaux locaux d'intégration des services de santé (RLISS) doivent également assurer des SEF en utilisant l'approche d'offre active.

Comme le précise le commissaire aux services en français – François Boileau – dans son *Rapport spécial sur la planification des services de santé en français en Ontario, 2009* : « Il a été démontré à plusieurs reprises qu'une offre active de services a un impact considérable sur la demande des services. Plus on offre un service, plus il y aura une demande par la suite. Cela s'applique tout autant dans le domaine de la santé. »

Comment promouvoir l'offre active des SEF?

- ☑ Éduquer le personnel et les cadres sur la *Loi sur les services en français* et les exigences liées aux SEF telles qu'elles sont précisées dans la *Loi de 2006 sur l'intégration du système de santé local*⁴.

¹ Tiré du "OPS Framework for Action: A Modern Ontario Public Service", 2006 (traduction libre)

² Tiré du "Practical Guide for the Active Offer of French-language Services in the Ontario Government", Office des affaires francophones, avril 2008 (traduction libre)

³ http://www.e-laws.gov.on.ca/html/statutes/french/elaws_statutes_0632_f.htm must be considered the current and legal documentation.

⁴ http://www.e-laws.gov.on.ca/html/source/regs/french/2009/elaws_src_regs_r09515_f.htm

- ▣ ▣ Présenter des indices visuels dans l'environnement de service pour informer le public des services qui sont disponibles en français (p. ex. des enseignes, porte-noms, etc.).
- ▣ ▣ Offrir les services simultanément en français et en anglais (p. ex. au téléphone, à la réception, à l'admission, par écrit, etc.).
- ▣ ▣ Créer des mécanismes permettant au personnel non bilingue de traiter les demandes de services en français – en personne ou au téléphone.
- ▣ ▣ Identifier et évaluer le personnel bilingue ainsi que les ressources nécessaires pour assurer une offre active des SEF (p. ex. l'évaluation des compétences en français et la formation linguistique, des outils de référence bilingues, etc.).
- ▣ ▣ Mettre en œuvre un mécanisme pour identifier les clients francophones afin de faciliter l'évaluation de leurs besoins et leur jumelage avec du personnel bilingue.
- ▣ ▣ Inclure la communauté francophone comme partenaire actif dans la conception de programmes et services qui répondent aux besoins de la communauté (p. ex. un comité des SEF, des consultations, etc.).
- ▣ ▣ Intégrer les SEF dans les plans stratégiques et élaborer des politiques et procédures se rapportant aux SEF (p. ex. des politiques sur les ressources humaines, un mécanisme de résolution de plaintes, etc.).

APPENDIX 2 - FRENCH LANGUAGE ORAL AND WRITTEN CAPABILITY LEVELS

French Language Proficiency	
Oral	Written
1 Advanced-Minus level	1 Advanced-Minus level
At this level, the individual has the ability to handle a variety of communication tasks. The individual is able to describe and explain in all timeframes in most informal and some formal situations across a variety of familiar topics. The vocabulary often lacks specificity. Nevertheless, the individual is able to use rephrasing and paraphrasing. Although grammatical, lexical and pronunciation errors are evident, the individual can speak with enough accuracy to be understood.	At this level, the individual is able to meet basic work-related writing needs. The individual is able to narrate and describe in major verb forms or tenses and is able to compose simple summaries on familiar topics. The individual is able to combine and link sentences into paragraphs to form full texts. Writing is understood although some additional effort may be required.
2 Advanced level	2 Advanced level
At this level, the individual has the ability to participate in conversations and satisfy many work requirements. The individual can discuss work-related matters with some ease and facility, expressing opinions and offering views. The individual is able to take part in a variety of verbal exchanges and to participate in meetings and discussion groups. However, the individual still needs help with handling complicated issues or situations. The individual is generally good in either grammar or vocabulary but not in both.	At this level, the individual is able to use a variety of sentence types to express general ideas and opinions on non-specialized topics. The individual can write simple letters and reports required by the position. The individual experiences few problems with either grammar or spelling. However, the writing style may represent literal translations. Nevertheless, a sense of organization is emerging and the individual is beginning to sense what is stylistically and grammatically correct in French.
3 Advanced-Plus level	3 Advanced-Plus level
At this level, the individual is able to give oral presentations in both formal and informal settings. The individual is able to present a fairly detailed outline of his/her line of reasoning on general or work-related topics in formal and informal settings, in meetings and in discussion groups. Some mastery of idioms and of specific vocabulary appropriate to a variety of contexts is evident. Grammar is generally appropriate. Deficiencies in vocabulary are compensated for by synonyms and paraphrases. Problems may be encountered when discussing more specialized topics, but the individual at this level has very little difficulty in making himself / herself understood.	At this level, the individual is able to write about a variety of topics with significant precision and detail. The individual can handle informal and formal correspondence according to appropriate conventions, and write summaries and reports of a factual nature. The individual can also write extensively about topics relating to particular interests and specialized areas of competence, although their writing tends to emphasize the concrete aspects of such topics.
4 Superior level	4 Superior level

<p>At this level, the individual has the ability to speak the language with sufficient structural accuracy, fluency and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics. The individual is able to use idioms and specific vocabulary relevant to a variety of contexts and to give verbal presentations in both formal and informal settings.</p>	<p>At this level, the individual is able to express him/herself effectively and accurately in most formal and informal writing tasks/assignments on practical, social and professional topics. The individual is able to recognize awkwardness in sentence structure and paragraphs. Errors in grammar and spelling are minor and infrequent.</p>
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DECLARATION OF BILINGUALISM

WHEREAS English and French are the two official languages of Canada, and

WHEREAS the Ministry of Health and the Ministry of Community and Social Services both have stated a commitment to the provision of French Language Health Services, and

WHEREAS Bill 8 has been proclaimed a law which guarantees to any person the right to receive services from and to communicate with the Government of Ontario in French (and all corporate entities that received government funding), and

WHEREAS in the geographic area served by Sensenbrenner Hospital, there are significant numbers of both English and French speaking residents, and

WHEREAS the Board of Directors of Sensenbrenner Hospital has adopted the following policy.

BILINGUAL SERVICES POLICY

1. Patients and their families will be served in the official language of their choice.
2. Communication with the public shall be in either or both official languages as circumstances warrant.
3. Signs shall be posted in both official languages.
4. Correspondence will be answered in the official language in which it is received.
5. Hospital management will determine the language skills, if any, essential to or preferred for each position, based on bona fide occupational requirements. Postings and advertisements for positions for which skills in both official languages are required will indicate "candidates must have the ability to provide services in English and French." Postings and advertisements for positions that have not been identified as Adesignated or Aproposed for designation will indicate A preference will be given to candidates having the ability to provide services in English and in French. English and French language skills will be tested and rated in the selection process when bilingualism is essential or preferred.

6. The job security of incumbents in positions identified as "bilingualism essential" will not be threatened; however, when a position designated "bilingualism essential" becomes vacant, the position will be filled by a candidate who meets this required qualification.
7. Staff will be given the opportunity to enhance their skills in either official language.
8. A standing committee of the Board, the Strategic Planning Committee, shall deal with all matters pertaining to bilingual language services.

Be it therefore resolved that the Board of Directors hereby declares Sensenbrenner Hospital a bilingual facility.

Issued: October 1987

Revised: October 2001

DÉCLARATION DE BILINGUISME

ATTENDU QUE l'anglais et le français sont les deux langues officielles du Canada, et

ATTENDU QUE le ministère de la Santé et le ministère des Services sociaux et communautaires ont tous deux affirmé leur engagement envers la prestation de services de santé en français, et

ATTENDU QUE le projet de loi 8 a été promulgué en une loi qui garantit à toute personne le droit à des services et à une communication en français de la part du gouvernement de l'Ontario (ainsi que de toute société incorporée qui reçoit un financement gouvernemental), et

ATTENDU QUE, dans la région géographique desservie par l'Hôpital Sensenbrenner, il y a un nombre important de résidents et résidentes anglophones et de résidents et résidentes francophones, et

ATTENDU QUE le Conseil d'administration de l'Hôpital Sensenbrenner a adopté la politique suivante :

POLITIQUE SUR LES SERVICES BILINGUES

1. Les patients, les patientes et leur famille seront servis dans la langue officielle de leur choix.
2. La communication avec le public se fera dans une ou l'autre des deux langues officielles, ou les deux, selon les circonstances.
3. Les affiches seront rédigées dans les deux langues officielles.
4. On répondra à la correspondance dans la langue officielle à laquelle elle a été reçue.
5. L'administration de l'hôpital déterminera les compétences linguistiques essentielles ou préférées pour chaque poste, le cas échéant, selon les exigences professionnelles véritables. Les annonces de postes pour lesquels des compétences dans les deux langues officielles sont requises comprendront l'énoncé suivant : * les candidats et les candidates doivent être en mesure d'offrir des services en anglais et en français +. Les annonces de postes qui ne sont pas désignés ou proposés pour la désignation comprendront l'énoncé suivants : * la préférence sera accordée aux candidats et aux candidates qui sont en mesure d'offrir des services en anglais et en français. + Les compétences linguistiques en anglais et en français seront testées et évaluées dans le cadre du processus de sélection, là où le bilinguisme est essentiel

ou préféré.

6. La sécurité d'emploi des titulaires de postes désignés *bilinguisme essentiel+ ne sera pas menacée. Toutefois, lorsqu'un tel poste deviendra vacant, il sera comblé par un candidat ou une candidate qui satisfait à cette qualification.
7. Le personnel aura l'occasion d'améliorer ses compétences linguistiques dans une ou l'autre des deux langues officielles.
8. Un comité permanent du Conseil d'administration, le Comité de planification stratégique, s'occupera de toutes les questions relatives aux services bilingues.

Par conséquent, il est résolu par la présente que le Conseil d'administration déclare l'Hôpital Sensenbrenner comme étant un établissement bilingue.