

HÔPITAL NOTRE-DAME HOSPITAL (HEARST)

TO: Governance - Board

CODE:

GOV-BOA-ADM-33

CATEGORY: Administration

APPROVAL DATE:

September 21, 2017

SUBJECT: Language Policy

APPROVAL:

CHAIR OF THE BOARD

NOTE: This is a CONTROLLED document. Any paper document is to be used as a reference only. The online copy shall be considered the current version of the document.

DATE	REVIEWED	REVISED
September 2017		LGM
December 2018		LGM
September 2019		LGM
March 2021	L. Fortier	

DATE	REVIEWED	REVISED

Source: *Politique linguistique de l'Hôpital Monfort (Montfort Hospital's Language Policy)*

Reference: BOUCHARD, Louise, BEAULIEU, Marielle, and DESMEULES, Martin (2012). "L'offre active de services de santé en français en Ontario : une mesure d'équité." *Reflets: revue d'intervention sociale et communautaire*, Vol. 18, No. 2 (fall), pp. 38-65. DOI:10.7202/1013173ar

1. POLICY

1.1 This policy is based on the mission and the values of the Hospital. Hôpital Notre-Dame Hospital (Hearst) is a French-language health care facility providing quality care in both official languages.

1.2 The purpose of this policy is to enable the Hospital to fulfill its institutional role, which consists in maintaining and promoting the French language, in valuing the Francophone culture, and in fostering the Franco-Ontarian community's solidarity and development.

1.3 Active Offer of Care and Services:

1.3.1 Hôpital Notre-Dame Hospital (Hearst) is committed to ensure the active offer of care and services in French; therefore, French is always the first language used during contacts with patients and visitors when the person's preferred language is unknown.

1.3.2 Staff members apply the active offer throughout the continuum of care and for all services, in such a way that the patients and the visitors are not responsible for requesting it.

1.4 Commitment to Patients and Loved Ones

1.4.1 Services and care to patients and visitors are offered in both official languages at all times.

1.4.2 The Hospital has a detailed mechanism in place to determine the linguistic identity of its French-speaking patients. Upon registering, patients are informed of the availability of services in French and they are asked the following questions:

- What is your mother tongue?
- If your mother tongue is other than French or English, in which of Canada's official languages are you the most comfortable? French, English

1.4.3 For languages other than the two official languages (French and English), the Hospital will endeavour, where practicable, to ensure that services are provided in the patient's language so as to ensure care excellence.

1.5 Governance Language:

1.5.1 Governance business is conducted in French.

1.5.2 All Board members are committed to promoting and to complying with the language policy of the Hospital.

1.5.3 All Board members shall communicate in French.

1.6 Working Language:

1.6.1 The working language of Hôpital Notre-Dame Hospital (Hearst) is French.

1.6.2 Staff members working at all sites of the Hospital and the subcontractors associated with care and services must be able to express themselves in both official languages.

1.6.3 The Board of Directors must take into account this policy when granting privileges to medical staff.

1.6.4 Each position includes a language profile, which includes all aspects of communication in both official languages.

1.6.5 In exceptional circumstances, the Hospital may retain the services of a staff member or a subcontractor who is not able to provide services or care in both official languages.

- In such a case, the chosen individual shall acquire and demonstrate the required language skills in the timeline established by the Hospital Executive Director or by the Board of Directors.

1.6.6 All meetings of Hôpital Notre-Dame Hospital (Hearst) are conducted in French.

1.6.7 Meetings involving guests who only speak English can be conducted in French, in English, or in both languages, but at any time, a participant shall be able to

express themselves in French, should they wish to do so.

1.7 Posting and Communications:

- 1.7.1 Any poster and internal publication for staff members of the Hospital are in French. For the English-language document, it may be translated upon demand.
- 1.7.2 Any exterior or interior poster, admitting forms, publication, or documentation of the Hospital for patients and members of the public are in French and in English.
- 1.7.3 Any external individual who communicates in writing must receive an answer in the language used in their communication, except where such an individual is subject to the *French Language Services Act*, in which case the answer shall be in French.
- 1.7.4 The Hospital's website is in French and in English.
- 1.7.5 The Hospital's business cards and letterhead are in French and in English.
- 1.7.6 Document correction software is available to all staff responsible for the dissemination of communications.
- 1.7.7 A professional translation service is available at all times to ensure the translation and the correction of essential documents.

1.8 Contracts Signed with Third Parties

- 1.8.1 The Hospital takes into account the French-language services requirements in the direct purchase of services to patients and in the request for proposal process by including a provision requiring from third parties a guaranteed offer of French-language services.
- 1.8.2 The evaluation of tenders involves a proof of a true capacity on the third party's part to offer the services in French.

1.9 Compliance with the Policy:

- 1.9.1 This policy shall be complied with at all times.
- 1.9.2 However, the Hospital's Executive Director or Board of Directors may override the application of the policy where the proper operation of the organization or the good of its relationships with partners is at issue.

1.10 Dissemination:

- 1.10.1 The language policy is provided to all members of the Board and of the staff of Hôpital Notre-Dame Hospital (Hearst) and is part of the general orientation.

1.10.2 The members of the Board and of the staff sign a statement indicating that they have read and understood the language policy, and are committed to complying with it;

1.10.3 The language policy is available at strategic locations at all sites of the Hospital, including the website.

1.11 Responsibilities and accountability:

1.11.1 The Executive Director has the responsibility of enforcing this policy throughout the Hospital and reporting to the Board of Directors on this enforcement. The Executive Director is also responsible for the delivery of French-language services.

1.11.2 The Board of Directors has the responsibility of ensuring compliance with the language policy.

1.11.3 The Board of Directors reports annually on the status of the implementation of the language policy to the Hospital.

1.11.4 The Board of Directors has the responsibility of revising the language policy at least every five years.

2. DEFINITIONS

2.1 **Official languages:** Refer to the two official languages of Canada, namely English and French.

2.2 **Staff members:** Employees, physicians, volunteers, students, residents, and students in training, as well as their supervisors, and the contractual staff and the professional staff (midwives, dentists, and other independent practitioners).

2.3 **Active offer:** Refers to the active offer of health care and services that is considered an invitation, either verbally or in writing, to the patient and their loved ones to express themselves in the official language of their choice. This offer to speak in the official language of their choice precedes the service request.