

Erie St. Clair LHIN

Identified/Designated FLS Providers' Workplan

Requirement	Description	Link to Designation Plan	Activities	Timeframe	Progress Report
SAA Requirements					
Initiate contact with FLS coordinator to understand purpose, process and requirements of FLS	Meetings took place throughout 2015/2016 and will continue. FLS Coordinator invited to all.			Q1 2014 (June 30, 2014)	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Set up a FLS working group, with participation from FLS coordinator	<ul style="list-style-type: none"> ▪ Board committee, preferred ▪ Members from board, management, staff level ▪ Patients/clients, optional ▪ Role: <ul style="list-style-type: none"> · Develop FLS plan · Oversee implementation · Review policies annually · Ensures quality of FLS · Make recommendations to the board 	4.1.2		Q1 2014 Meetings have taken place throughout 2015 & 2016. Minutes attached.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Develop a workplan to develop designation plan				September 2016	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress

					<input type="checkbox"/> Deferred <input type="checkbox"/> Completed Comment: Workplan template was not initially available. Current plan has been updated and work continues to improve FLS services.
Submit annually a progress report				Q4 (last submitted October 2015 – updated May 2016. Update went to the Finance Committee and Board of Directors in September 2016.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Submit designation plan to the LHIN				Q2 (Due 2016) Advised in FLS meeting that former template is no longer required. Update to be submitted by WRH Controller to LHIN.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Complete annually the FLS report in SRI				Q4 (request clarification	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress

				2015/2016)	<input checked="" type="checkbox"/> Deferred <input type="checkbox"/> Completed
Implement key elements of an active offer of FLS, in particular:					Comment: Yes – many problems with this
Bilingual greetings: <ul style="list-style-type: none"> ▪ Automated system 	<ul style="list-style-type: none"> ▪ Options for English or French <u>OR</u> ▪ Message in both English and French. Add at the beginning that “Un message en français suit” 	4.2.1		Q2 Substantially completed in 2014. Cancer Program prompts updated in 2016.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Bilingual greetings: <ul style="list-style-type: none"> ▪ Voice message of bilingual staff 	<ul style="list-style-type: none"> ▪ Message in both English and French. Add at the beginning that “Un message en français suit” 	4.2.1		Q2 (September 30, 2014)	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Bilingual greetings: <ul style="list-style-type: none"> ▪ Switchboard 	<ul style="list-style-type: none"> ▪ If switchboard operator is bilingual, he/she continues in the language of choice of the caller ▪ If switchboard operator is not bilingual, he/she transfers the caller to a bilingual employee 	4.2.1	Completed this action but content perview of WRH.	Q2 2014 (September 30, 2014)	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment: Done but using WRH language

<p>Bilingual greetings:</p> <ul style="list-style-type: none"> ▪ Reception 	<ul style="list-style-type: none"> ▪ Add “bonjour” or “comment puis-je vous aider” at the end of the usual greeting ▪ If receptionist is bilingual, he/she continues in the language of choice of the visitor ▪ If receptionist is not bilingual, he/she asks a bilingual employee to come to reception 	4.2.2		<p>Q2 2014 (September 30, 2014)</p>	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed <p>Comment: not applicable</p>
<p>Bilingual greetings:</p> <ul style="list-style-type: none"> ▪ Other point of contact 	<ul style="list-style-type: none"> ▪ Add “bonjour” or “comment puis-je vous aider” at the end of the usual greeting ▪ If receptionist is bilingual, he/she continues in the language of choice of the visitor ▪ If receptionist is not bilingual, he/she asks a bilingual employee to come to reception ▪ For larger organizations, the same rule applies for all reception areas 	4.2.2		<p>Q2 2014 (September 30, 2014)</p>	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed <p>Comment:</p>
<p>Identification of bilingual staff</p> <ul style="list-style-type: none"> ▪ Inventory of bilingual employees 	<ul style="list-style-type: none"> ▪ Do an inventory of existing staff ▪ Conduct assessment of language skills of existing employees ▪ Conduct assessment of language skills of new employees at hiring ▪ Use a professional assessor for designated positions, preferred ▪ Update inventory regularly (at least yearly) 	4.5		<p>Q2 2014 Completed and updated after realignment in 2014. Done for each new hire.</p>	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed <p>Comment:</p>
<p>Identification of bilingual staff</p> <ul style="list-style-type: none"> ▪ Clear identification of 	<ul style="list-style-type: none"> ▪ Provide bilingual employees with a button or lanyard that say “Je parle français” as available 	4.3.5		<p>Available and listed on the Intranet under FLS services.</p>	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress

<p>bilingual employees</p>	<ul style="list-style-type: none"> This gives a visual cue to clients/patients 				<input checked="" type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment: available
<p>Identification of bilingual staff</p> <ul style="list-style-type: none"> Business card 	<ul style="list-style-type: none"> Provide bilingual employees* with bilingual business cards OR Add a statement saying “Je parle français” on the business card <p><i>*For those using business cards</i> <i>Red items are under investigation</i></p>	4.3.6		<p>Available to all staff issued business cards. Sample available in Printshop and online.</p>	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
<p>Identification of bilingual staff</p> <ul style="list-style-type: none"> Email signature 	<ul style="list-style-type: none"> Instruct bilingual employees* to include their email signature in both English and French OR Add a statement saying “Je parle français” in the email signature <p><i>*For those using email</i> <i>Red items are under investigation.</i></p>			<p>Completed January 2016</p>	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment: Instructions added to Intranet site
<p>Written material</p>	<ul style="list-style-type: none"> Applies to visual identity and all types of communication with patients/clients and the public Available in both English and French Bilingual format, preferred If distinct versions, add statement “Ce document existe en français” in the English version and “This document is available in English” in the French version 	4.3	<p>Comment: A number of patient materials are available in French.</p> <p>The department of Learning Resources have identified a number of items.</p> <p>A full listing will be posted by January 2017</p>	<p>Updated January 2016</p>	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed June 2016.
<p>Written material</p> <ul style="list-style-type: none"> Website 	<ul style="list-style-type: none"> Full website should be available in both English and French Consider a French page until able to manage a full website; include most 		<p>Some information available on the website.</p> <p>www.hopitalwindsorregional.ca</p>	<p>FLS available on Intranet currently.</p>	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress

	important information			Url for public site launched Sept. 2016 Working on translation of key sections of website.	<input type="checkbox"/> Deferred <input type="checkbox"/> Completed Comment:
Written material ▪ Exterior signage	<ul style="list-style-type: none"> ▪ Name of organization should be in both English and French ▪ If name is only in English, a sign must indicate that services are available in French 	4.3.2	Logo available - Corporate Graphic Standards – inside and outside of the organization.	March 2016 Comment: as signage is updated – main areas only. No new funding for this initiative	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed
Written material ▪ Interior signage	<ul style="list-style-type: none"> ▪ Available in both English and French in all locations accessible to the public ▪ Use of pictograms is permitted 	4.3.3		March 2016	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed Comment: where possible this has been completed. No new funding available.
Written material ▪ Documents intended for patients/clients	Such as: <ul style="list-style-type: none"> ▪ Admission forms ▪ Discharge instructions ▪ Patient information ▪ Etc. 	4.3.4	Delay caused by lack of agreement on language.		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Deferred <input type="checkbox"/> Completed Comment: no funding available
Written material		4.3.7		June 2016	<input type="checkbox"/> Not Started

<ul style="list-style-type: none"> ▪ Letterhead 				Now available on WRH website.	<input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Written material <ul style="list-style-type: none"> ▪ Publications intended for the public 	Such as: <ul style="list-style-type: none"> ▪ Pamphlets ▪ Brochures ▪ Public notices ▪ Press releases ▪ Annual reports ▪ Etc. 	4.3.8		ongoing	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed Comment: a number of brochures available in French language. Patient materials will be the priority.
Written material <ul style="list-style-type: none"> ▪ Correspondence 	<ul style="list-style-type: none"> ▪ Correspondence received in French is answered in French ▪ If no internal capacity, contact Translation Office for assistance with translation 	4.3.9		March 2016	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment: correspondence rec'd in French is responded to in French
Identification of French-speaking patients/clients <ul style="list-style-type: none"> ▪ Mother tongue ▪ Official language ▪ Aboriginal identity 	<ul style="list-style-type: none"> ▪ Include 3 questions re: mother tongue, official language, aboriginal at intake ▪ Language of preference, optional ▪ Language of service provision, required in the SRI FLS Report ▪ Flag chart of French-speaking patients – staff should easily know 	4.2.3 MSAA 2014-2017, schedule E3a 4.2		September 2015	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:

	<p>who are the French-speaking patients/clients</p> <ul style="list-style-type: none"> ▪ Assign French-speaking professionals to serve French-speaking patients/clients 				Where possible - As per collective agreements.
Develop or update policies re: FLS and integrate where policies into existing organizational policies				<p>Q4 2015</p> <p>Policy Drafted and reviewed June 2016 – to be posted and approved.</p>	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed <p>Comment:</p>
	<p>Include a detailed statement in the by-laws regarding the delivery of FLS</p> <ul style="list-style-type: none"> ▪ commitment to provision of FLS and active offer of FLS ▪ Francophone representation on the board. If Francophone population is less than 10% of the population in the catchment area: <ul style="list-style-type: none"> • 1 Francophone per board of 9 or less <u>OR</u> • 2 Francophones per board of 10 or more ▪ responsibilities of the board and the senior management team, including orientation to FLS 	<p>4.1.1</p> <p>4.1.3</p> <p>4.1.4</p>	<p>Francophone representation currently on Board and Community Member</p>	<p>Will be included in future Board Recruitment – 2017.</p> <p>To be reviewed by Governance committee of the Board of Directors.</p>	<input type="checkbox"/> Not Started <input checked="" type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input type="checkbox"/> Completed <p>Comment:</p>
	Develop one overarching policy on FLS, and integrate/add procedures into	4.1.2	Active FLS Committee	Policy is drafted. To be reviewed by FLS	<input type="checkbox"/> Not Started

	<p>existing policies</p> <ul style="list-style-type: none"> ▪ FLS committee ▪ Active offer of FLS ▪ Identification of French-speaking patients/clients ▪ Communications <ul style="list-style-type: none"> • Signage • Telephone/Reception • Written materiel • Correspondence • Translation ▪ Human Resources <ul style="list-style-type: none"> • Staffing • Recruitment • Job posting of bilingual positions • Identification of bilingual staff • Evaluation of French-language skills • Hiring • French language training • Designation of Positions • Linguistic profile of designated positions • Human resource plan • Staff orientation re: FLS • Professional development in French • Student placements • Other ▪ Contracts with third parties ▪ Quality assurance process 	<p>4.2.6 4.3.10 4.4.1 4.5.1 to 4.5.8</p>	<p>HR Plan completed and attached.</p>	<p>committee/Public Affairs.</p>	<p><input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed</p> <p>Comment:</p>
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	<ul style="list-style-type: none"> ▪ Complaint process ▪ Community Engagement <ul style="list-style-type: none"> · Include Francophone population, stakeholders, patients/clients · Assign knowledgeable French-speaking staff · Provide bilingual material · Participate in initiatives targeting the Francophone population ▪ Annual reporting to the board 				
Develop or update the Human Resource Plan, which includes the designation of positions requiring proficiency in French	<ul style="list-style-type: none"> ▪ List all staff per department/service ▪ Designate a number of positions. Goal is to be able to provide service during all hours of operation. Plan for sickness and vacation coverage. ▪ Determine the linguistic profile of these position ▪ Determine the linguistic competency level of the employees holding the positions and/or the candidates for the positions 	4.5.8	Public Affairs Laboratory Infection Control Paediatrics	Approved by Board of Directors – September 2016.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
	Availability of bilingual professional staff	4.2.4	New staff/volunteers surveyed on hire/placement.	Staff , professional staff and volunteers surveyed.	<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
	Availability of bilingual volunteers	4.2.5	44 volunteers of 951 as of November 2016		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress

					<input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
	Effective representation of Francophones within the senior management team	4.4.2			<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Other Requirements as per Designation Plan					
Provide direct service to patients/clients	<ul style="list-style-type: none"> ▪ Applies to all methods of provision of service, such as: <ul style="list-style-type: none"> ▪ One-on-one service delivery ▪ Group ▪ Via OTN ▪ Referral to another provider ▪ Self-registration kiosks ▪ Etc. 	4.2			
Provide staff with the necessary tools and software in French	<p>Such as:</p> <ul style="list-style-type: none"> ▪ Software to be able to write in French ▪ Professional assessment tools (eg. depression scale, etc.) ▪ Other tools to facilitate the work of the French-speaking professionals ▪ French-language training ▪ Professional development in French 	4.2.11	<p>Translation available and utilized weekly.</p> <p>Training offered as available in French.</p>		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:

Put in place a mechanism for patients/clients to evaluate the quality of FLS offered	Such as: <ul style="list-style-type: none"> ▪ Patient satisfaction survey ▪ Patient relations program ▪ Patient experience advisor 	4.2.7			<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
All other forms of communication not mentioned above	<ul style="list-style-type: none"> ▪ Applies also to oral communications and other such as: <ul style="list-style-type: none"> ▪ Presentations ▪ Videos ▪ Exhibits ▪ Etc. 	4.3	Presentations available in French; i.e. new hospital plan.		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Put in place a mechanism to manage complaints regarding FLS	<ul style="list-style-type: none"> ▪ French-speaking patients/clients should be able to complain in French, if needed, and know the process 	4.4.4	Process in place.		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment:
Designate a senior manager in charge of FLS delivery	<ul style="list-style-type: none"> ▪ FLS must be an organizational commitment ▪ However, one person – at the upper management level – must be accountable 	4.4.3	Director of Public Affairs		<input type="checkbox"/> Not Started <input type="checkbox"/> In Progress <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Completed Comment: Gisele Seguin