

MOHLTC CRITERIA FOR DESIGNATION

PERMANENCE and QUALITY of FLS

- (A) The agency/program must ensure that when a service is offered in French, it is offered on a permanent basis. This is generally achieved through the mission statement, by-laws and policies. HR and staffing policies must support the ongoing access to FLS.
- (B) According to the FLS Act the designated agency must be able to identify its francophone clientele to be able to provide services in French that are comparable to those provided to the Anglophone population. This requires a mechanism to provide quality assurance and assess FLS and a process to facilitate making and responding to complaints as required.

ACCESS to FLS

The francophone population has the right to receive services that are similar or comparable to those received by the Anglophone population. This is generally achieved through telephone and reception services, staff proficient in French in positions in identified areas, ie., admission, emergency, etc, and written data available in both languages for the general public and clients.

REPRESENTATION and RESPONSIBILITY for FLS

An agency providing services in a designated region must have representatives from the francophone community on its Board and at Senior Management. This is generally achieved by specifying number required on the Board, HR positions are identified or designated to provide FLS.

ACCOUNTABILITY for FLS

Through its mission statement, by-laws, policies and service delivery, an agency must take responsibility for providing FLS. An FLS implementation plan must be adopted and monitored.