HSP FLS Implementation Plan Template

Responsibilities of Identified and Designated HSPs

To support the Ministry's compliance with the *French Language Services Act* , HSPs must provide services in French if the provider has been:

- Designated under the *French Language Services Act;*
- Directed by the former Health Services Restructuring Commission ("HSRC");
- Identified by the former District Health Councils or the LHINs to provide services in French.

HSPs required to provide services to the public in French under the provisions of the *French Language Services Act* , must submit a French Language Services Implementation Plan to the LHIN, using this template. They must also submit progress reports. A template will be provided by the LHINs to that effect.

HSPs not required to provide services to the public in French must nonetheless provide a brief report to the LHIN that outlines how the HSP addresses the needs of its local Francophone community. This information that can be included in the HSP service plan will support the LHIN in its role as a local health system planner.

Instructions - HSP FLS Implementation Plan

Colour Codes

Titles in blue	Title or description
► Drop-down list	Drop-down list selection or "x" a choice
Cells in green	Type-in responses

Worksheets requiring completion

Catchment Area
Plan

"… to be completed by ..." choices

This implementation plan is to be a living document for a variety of HSP types and for years to come.

► Implementation of this Result Area to be completed by …

March 31, 2011
March 31, 2012
March 31, 2013
March 31, 2014
March 31, 2015
March 31, 2016
March 31, 2017
March 31, 2018
March 31, 2019
March 31, 2020
March 31, 2021

Excel Tips when entering text information in cells

[ALT] [Enter]	To change to next line within a cell
[ALT] [7]	To get the point form symbol "•"
[ALT] [9]	To get this symbol "○"
[ALT] [45]	To get the dash symbol "-"

For example: *Press [ALT], hold and type [4][5] and release [ALT]*

This demonstrates how one can type text information in an Excel form.
To change lines one simply types [ALT] [Enter]
Here`s another example of where it occurred again [ALT] [Enter]

Then again with the [ALT] [Enter]

HSP's catchment area

HSP's catchment area, including % of French-speaking (FS) population (Statistics Canada 2006)

Please define your catchment area by listing communities serviced, indicating the number and percentage of French-speaking population within your catchment area.

List communities below:	**Is this part of a designated area***	Total population	Francophone Population	%
<Community A>	Select Yes/NO			#DIV/0!
<Community B>	Select Yes/NO			#DIV/0!
<Community C>	Select Yes/NO			#DIV/0!
<Community D>	Select Yes/NO			#DIV/0!
<Community E>	Select Yes/NO			#DIV/0!
<Community F>	Select Yes/NO			#DIV/0!
<Community G>	Select Yes/NO			#DIV/0!
<Community H>	Select Yes/NO			#DIV/0!
<Community I>	Select Yes/NO			#DIV/0!
<Community J>	Select Yes/NO			#DIV/0!
<Community K>	Select Yes/NO			#DIV/0!
<Community L>	Select Yes/NO			#DIV/0!
<Community M>	Select Yes/NO			#DIV/0!
<Community N>	Select Yes/NO			#DIV/0!
Total		0	0	#DIV/0!

Is this part of a designated area*

Is this area designated under the French Language Services Act? If unsure, please see link below.
http://www.e-laws.gov.on.ca/html/statutes/french/elaws_statutes_90f32_f.htm#schedule

HSP French Language Services Implementation Plan

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General Information

1,1 **Name of HSP**

Facility ID of HSP

Full address of HSP

1,2 **Name and Position of contact person completing this plan**

1,3 **Are you an identified or designated HSP?**

See "Glossary" tab in this document for more definition.

► Select among the 3 below

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1,4 Do you have a mechanism or mechanisms to identify a French-speaking client?

► Choose below:

Please describe any formal or informal processes

1,5 Number of clients who received services in the last fiscal year

Total clients	
Francophone Clients	
%	#DIV/0!

1,6 Description of the HSP's most common response to a request for services in French	"X" the ones that apply
No action	
Use of family member or volunteer resources as interpreter	
Use of staff as interpreter	
Services provided in French by existing French-speaking health professional or non-health professional staff	
Professional interpretation services	
Referral to other HSPs that provide FLS	
Other	

Please describe

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Key Results Areas

2,1 Knowledge and Awareness

a. Staff:

Describe HSP planned actions to improve staff awareness of the needs and concerns of Ontario's Francophone population - include resources available to staff members (including new recruits), to familiarize themselves with the principles and requirements of the FLSA.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

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b: Public

Describe HSP planned action to improve the FS population's awareness of FL services provided by the HSP.
(include information related to availability of programs in French, complaint resolution mechanisms to support resolution of issues pertaining to the delivery of FLS)

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

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2,2 FLS Capacity

a. Staff:

Describe HSP planned actions to improve capacity to provide an "active offer" and delivery of high-quality services in French. Please submit any relevant material with this plan.	"X" the ones that apply

The attached materials are:	
a Human Resources plan for each program or service that includes the identification of current capacity and future needs	
HR policies for FLS that describe staffing, recruitment and retention, assessment of language proficiency	
<Insert attached document name>	
<Insert attached document name>	
<Insert attached document name>	
<Insert attached document name>	
<Insert attached document name>	

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b. Governance and Management:

Describe HSP planned actions to improve representation of FS members on its board, committees and senior management team.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

c. Other:

Describe HSP planned actions to improve representation of FS members throughout its other organizational and operational structures (e.g. volunteer services).

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

d. Purchase of Services (if applicable)

Describe planned actions to improve the purchase of services process (RFP, client satisfaction, FLS capacity)

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

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2,3 Francophone Community Engagement

Describe HSP planned community engagement activities to ensure an active participation of Francophones in needs assessment and identification of priorities in the development of programs, services and initiatives.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

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2,4 FLS Integration / Coordination

a. Integration:

Describe HSP planned actions to improve integration of FLSA principles and the needs and concerns of Francophone clients in the planning and delivery of services.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

b. Responsiveness:

Describe HSP planned actions to improve its response to the needs identified by the Francophone community and the LHIN.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

c. Inter-Agency FLS Coordination:

Within the framework of the LHIN's integration strategy, describe HSP planned actions to improve interaction with other HSPs or other organizations within the LHIN geographic area or neighbouring LHINS to provide services to the Francophone community.

Please indicate timeframe

► Implementation of this Result Area to be completed by …

Describe any associated risks and mitigation strategies

Additional Comments

Please describe any other planned actions/initiatives not captured above to improve Francophone access to services.

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Data for LHIN and Ministry purposes	
Please indicate total time spent in completing this plan	
How many people were involved in completing this plan	

***** END OF HSP IMPLEMENTATION PLAN*

Glossary

Term	Definition
Active Offer	According to the Office of Francophone Affairs, an active offer of FLS is provided in the context of planned activities that are; results-oriented, integrated into an agency's overall service delivery model, proactive, the result of a dialogue with the population served, a reflection of the needs of the population, and in place for the life-cycle of the service or initiative. It is important to underline that an active offer of FLS is just that – it is offered by the agency staff; the onus is not on the member of the public to request services in French.
	http://intra.ofa.gov.on.ca/documents/GuidetoanActiveOfferofFLS_080424.doc
Catchment Area	The area for which the HSP provides services.
Designated HSP	A HSP designated by regulation under the *French Language Services Act* to provide services in French.
Francophone	A person for whom French is the first language or one of first the languages the person learned at home in childhood and still understands (Statistics Canada) or who has neither English nor French as his/her mother tongue but for whom French is the first official language spoken (Statistics Canada) or for whom French is the preferred official language of communication.
French-speaking Health Professional	A health professional with sufficient proficiency in French to provide quality professional services to patients and clients in that language
Identified HSP	A HSP that has been directed by the former Health Services Restructuring Commission or identified by the former District Health Council or the LHIN to provide services in French.
Partially Designated	This applies to HSPs in which some programs or services have been designated under the FLSA to be provided in French.

A list of identified and designated HSPs is available at
http://www.health.gov.on.ca/english/public/program/flhs/identified_mn.html
or from your LHIN website

Acronyms

Acronyms	Explanation
FL	French Language
FLHS	French Language Health Services
FLS	French Language Services
FLSA	*French Language Services Act*
FS	French-speaking
HR	Human Resources
HSP	Health Service Provider
IHSP	Integrated Health Service Plan
LHIN	Local Health Integration Network
LHSIA	*Local Health System Integration Act*
MOHLTC	Ministry of Health and Long-Term Care
OFA	Office of Francophone Affairs

Testing ALT symbols in Excel

Arial

1	☺	30	▲	
2	☻	31	▼	
3	♥	32		
4	♦	33	!	
5	♣	34	"	
6	♠	35	#	
7	•	36	$	
8	◘	37	%	
9	○	38	&	
10	◙	39		
11	♂	40	(	
12	♀	41	)	
13	♪	42	*	
14	♫	43	+	
15	☼	44	,	
16	►	45	-	
17	◄	46	.	
18	↕	47		
19	‼	48	↨	
20	¶	49		1
21	§	50		2
22	▬			
23	↨			
24	↑			
25	↓			
26	→			
27	←			
28	∟			
29	↔			