



**APPROVED BY:** \_\_\_\_\_  
Executive Committee

**NUMBER:** 1-130

**DATE APPROVED:** 2007 09 29

**PAGE:** 1 of 16

**SUPERCEDES:** 2002 08 29

**REF:**

---

**OFFICIAL LANGUAGES/SERVICES IN FRENCH**

---

**TABLE OF CONTENTS**

<b>I.</b>	<b>OFFICIAL LANGUAGES POLICY .....</b>	<b>3</b>
<b>1.0</b>	<b>Definitions.....</b>	<b>3</b>
<b>2.0</b>	<b>General Principles.....</b>	<b>3</b>
<b>3.0</b>	<b>Services in the Official Language of their Choice for Patients and their Families.....</b>	<b>3</b>
<b>4.0</b>	<b>Complaints.....</b>	<b>3</b>
<b>5.0</b>	<b>Internal Communications.....</b>	<b>4</b>
<b>6.0</b>	<b>External Communications.....</b>	<b>4</b>
<b>7.0</b>	<b>Translation Services .....</b>	<b>4</b>
<b>8.0</b>	<b>Responsibility of Management.....</b>	<b>4</b>
<b>9.0</b>	<b>Staffing of Employee Positions .....</b>	<b>5</b>
<b>10.0</b>	<b>Medical Staff Recruitment.....</b>	<b>5</b>
<b>11.0</b>	<b>Recruitment of Bilingual Staff .....</b>	<b>6</b>
<b>12.0</b>	<b>Language Testing .....</b>	<b>6</b>
<b>13.0</b>	<b>Second Language Training.....</b>	<b>7</b>
<b>14.0</b>	<b>Rights of the Employee .....</b>	<b>7</b>
<b>15.0</b>	<b>Governance and Administration .....</b>	<b>8</b>
<b>16.0</b>	<b>Evaluation and Annual Report to the Board .....</b>	<b>8</b>

<b>II</b>	<b>SERVICES IN FRENCH POLICY .....</b>	<b>9</b>
<b>1.0</b>	<b>Communication .....</b>	<b>9</b>
<b>2.0</b>	<b>Health Records .....</b>	<b>9</b>
<b>3.0</b>	<b>Training .....</b>	<b>9</b>
<b>4.0</b>	<b>Staffing .....</b>	<b>9</b>
<b>5.0</b>	<b>Francophone representation: Board of Directors and Senior Management Level Committees .....</b>	<b>9</b>
<b>6.0</b>	<b>Accountability .....</b>	<b>10</b>
<b>APPENDIX A</b>		
	<b>RESPONDING TO PATIENT/PUBLIC CONCERNS .....</b>	<b>11</b>
<b>APPENDIX B</b>		
	<b>FRENCH LANGUAGE ORAL CAPABILITY LEVELS .....</b>	<b>12</b>
<b>APPENDIX C</b>		
	<b>FRENCH LANGUAGE WRITTEN CAPABILITY LEVELS .....</b>	<b>14</b>
<b>APPENDIX D</b>		
	<b>FRENCH LANGUAGE COMMITTEE .....</b>	<b>15</b>

## **I. OFFICIAL LANGUAGES POLICY**

### **1.0 Definitions**

**Official Languages:** Official Languages refer to French and English in this policy.

**Clients:** Clients of the Heart Institute include the patients, their family members and the general public.

**Bilingual:** For the purposes of this policy, “bilingual” will mean the ability to provide service in both official languages.

### **2.0 General Principles**

2.1 The University of Ottawa Heart Institute (the Institute) is a unique academic health care institution dedicated to the promotion of cardiovascular health. Within its health care portion, the Institute is dedicated to providing a patient care environment which strives to minimize stress due to language barriers, and is therefore dedicated to providing services in English and French.

2.2 The Institute recognizes clients of either official language as having the same rights, status and privileges. As such, they are entitled to receive administrative, nursing, professional, medical and support services in the official language of their choice.

2.3 To accomplish its mission, the Institute will provide the staff resources necessary to provide comprehensive, high quality patient care to its clients in the official language of their choice.

2.4 Clients are encouraged to communicate in the official language of their choice with the Institute personnel.

2.5 The Institute will endeavour to offer public education programs in both languages whenever possible.

### **3.0 Services in the Official Language of their Choice for Patients and their Families**

3.1 It is the responsibility of the manager and/or the health care worker to ensure that clients receive services in the official language of their choice.

3.2 Employees who are bilingual will wear an approved badge which indicates to patients/families their ability to communicate in either official language.

### **4.0 Complaints**

4.1 Clients who have expressed a preference and who have not been served in the official language of their choice may lodge a complaint in the official language of their choice through the office of the Director General or any Vice-President. An appropriate response in the said language will be ensured by following the Institute’s policy entitled “*Responding to Patient/Public Concerns*”.

4.2 The Institute is responsible for making this process known.

## **5.0 Internal Communications**

- 5.1 The Institute will ensure that all signs are bilingual.
- 5.2 Publicity relating to programs and services offered to the public will always be in the official language of the said program.
- 5.3 The agenda and the minutes of the Board meetings shall be made available simultaneously in both official languages.

## **6.0 External Communications**

- 6.1 The Institute will ensure that it's written and verbal communications with the public are available in both official languages.
- 6.2 News releases, pamphlets, brochures, publicity, educational, promotional, sponsorship material, other printed material, and electronic communications produced by the Institute for distribution shall be available simultaneously in both official languages.
- 6.3 Furthermore, all fund-raising activities and other activities organized with the public must be in the official language of the targeted community.
- 6.4 Clients who provide written communication to the Institute shall receive a reply in the same official language.

## **7.0 Translation Services**

- 7.1 The Institute shall have access to an adequate Translation and Revision Service. To do so, it will establish a policy with respect to:
  - General access to services
  - General revision and revision of previously translated documents
  - Standardization of terminology
- 7.2 The Institute makes the purchase of translation services through available services as required. To ensure fast, quality service at reasonable cost, the use of freelance translators, revisors or interpreters are also considered. A directory of such resources has been compiled and will be made available for general use.
- 7.3 All documents intended for patients will be translated through the Translation Bureau located in Hawksbury which is funded by the Ministry of Health and Long-Term Care.
- 7.4 The use of translation services is encouraged and staff is informed of available services and the policies governing their use.

## **8.0 Responsibility of Management**

- 8.1 The Director General, Vice-Presidents, and Chief Officers and their management teams are responsible to ensure the implementation of this policy throughout the Institute.
- 8.2 An annual Heart Institute Human Resources plan will identify the requirement to provide service in both official languages and recommend strategies to meet these objectives.
- 8.3 Heart Institute Vice Presidents and Chiefs will review the approved strategies to meet departmental staffing needs to provide service in both official languages and will assist managers to staff positions in accordance with the approved plan.

- 8.4 Department Heads and managers will make every reasonable effort to optimize the deployment of staff with the ability to provide bilingual service on all shifts to ensure access to services in French.

## **9.0 Staffing of Employee Positions**

- 9.1 Services to clients in the following health care areas will be available in both official languages:

- Admitting
- Cardiac Anesthesia
- Cardiac Diagnostic Center
- Cardiac Surgery
- Cardiology
- Clinical Services
- Communication Centre
- Development Office
- Lobby Reception - (Volunteers)
- Nuclear Cardiology
- Outpatients Clinics
- PET Imaging
- Pharmacy
- Pre-Admit Unit
- Prevention and Rehabilitation Centre
- Triage

- 9.2 To determine if the ability to provide service in both official languages is an essential or preferred requirement for a position, the Institute Senior Management must take the following factors into consideration:

- i) The needs of the clients
- ii) The general availability within the department of employees with the ability to provide service in both official languages;
- iii) The nature of contact with the patients and public
- iv) The level of responsibility of the position
- v) The identification of one-of-a-kind positions

## **10.0 Medical Staff Recruitment**

- 10.1 When recruiting medical staff in areas which provide service in both official languages, all efforts will be made to staff these services with physicians with the ability to provide service in both official languages.
- 10.2 When granting privileges to medical staff, the Board of Directors will consider the philosophy and principles contained in this policy.
- 10.3 Existing positions as well as all new positions will be assigned a linguistic profile which identifies the requirements for proficiency in both French and English as it relates to comprehension and expression both orally and written.

## **11.0 Recruitment of Bilingual Staff**

- 11.1 Vice Presidents and Chiefs will provide Human Resources with the number of bilingual positions required for their areas of responsibility.
- 11.2 When a vacancy occurs, each unit manager will review the linguistic profile of staff within the unit. This review will determine the nature of the posting required to fulfill the linguistic needs of the unit.
- 11.3 Where the ability to provide service in both official languages is deemed mandatory for the position, the language skills of the candidates must be verified by means of a language test during the selection process and prior to the interview. Both English and French language skills may be tested.
- 11.4 The position shall be posted in accordance with the applicable collective agreement or Working Conditions Manual.
- 11.5 If no qualified applicants with the ability to provide services in both official languages are found within the Institute, the position will be posted externally or,
- 11.6 If there are no qualified candidates with the ability to provide services in both official languages, for a position where this requirement is mandatory, a unilingual candidate may be appointed to the position. The candidate may be required to take language training depending on the needs and circumstances of the unit or service. The manager will evaluate the number of bilingual staff on the unit and will determine the need for the candidate to take language training or whether to post the next vacancy as requiring the ability to provide service in both official languages.

## **12.0 Language Testing**

- 12.1 When it is deemed that a position requires a candidate to have the ability to provide service in both official languages, this skill must be determined prior to the interview and selection process. Human Resources will schedule all language tests for candidates.
- 12.2 Human Resources will test candidates' capacity to speak, comprehend and express themselves orally in the second official language. The ability to read or write in the second official language will also be tested, only if applicable to the position.
- 12.3 In those positions for which this requirement is essential, the functional level of oral expression and comprehension is that of the linguistic profile.

Linguistic profiles are defined as objective tools that determine the level of linguistic proficiency required in English and in French to carry out the roles and responsibilities associated with a given position. Linguistic profiles are based on job descriptions and not on individuals already providing services within a position. Linguistic profiles encompass all communication skills: oral expression, oral comprehension, reading comprehension and written expression.

- 12.4 The level of ability to speak, read or write in both official languages for each position must be approved by the manager and the Vice-President concerned.
- 12.5 The employee will be informed in writing of the results of the language test(s). A copy of the results will be placed in the employee's file.

12.6 All new staff will be tested and their levels established. Additional testing will be provided for staff wishing to be tested.

12.7 Established Levels of Ability to Speak, Read or Write in Both Official Languages

12.7.1 As of December 2000, the Institute recognizes the nine levels of proficiency as determined by New Avenues Linguistic Services Inc. as well as the five levels of proficiency as determined by the Ontario Ministry of Health and Long-Term Care. Therefore, the Institute recognizes the functional level of A- as defined by New Avenues equal to an Advanced Level as defined by the Ontario Ministry of Health and Long-Term Care.

12.7.2 Language testing results will be valid for a period of 5 years and kept on file unless an employee is applying for a job requiring a higher level or if an employee has taken French language training. In that case, the employee will need to be tested again.

12.7.3 The levels of proficiency are described according to skills. (See appendices B and C for levels)

### **13.0 Second Language Training**

13.1 The Institute encourages employees to participate in second language training to maintain or upgrade their level of proficiency.

13.2 The Institute will clearly identify funds spent on language training for elected participants. The Institute will advise all its employees of available opportunities for language training.

13.3 Priorities or accepted criteria for language training include:

- a) Employees who have to communicate orally with patients and/or their families on a daily basis.
- b) Employees with more than five years left before retirement.

13.4 The Institute will assist employees registered in second language courses by reimbursing course fees for a program approved by the Institute. The employee must attend 70% of the classes and successfully complete the course to be reimbursed. Tuition fees may be paid by an outside agency such as the Ontario Ministry of Health and Long-Term Care if applicable and based on the availability of funds. Priority for funding will be given to staff as defined under 13.3.

13.5 Language training will be taken on the employee's own time unless stated otherwise and approved by the appropriate manager.

13.6 The Institute will make every effort to offer language training through the French Resource Centre, the University of Ottawa and any other recognized French language training provider.

### **14.0 Rights of the Employee**

The following standards are guaranteed for each employee:

14.1 Employees are entitled to request that their performance appraisal be carried out in the official language of their choice. Where this is not possible, the employee will receive a written translation of the appraisal.

14.2 During a selection interview for an Institute position, employees are entitled to use the official language of their choice, unless their knowledge of the second official language is being tested.

14.3 Employees who communicate in writing to the Institute in one of the official languages shall receive a reply in the same official language.

## **15.0 Governance and Administration**

The Board of Directors of the Institute conducts its business in both official languages. To that end, the following shall apply:

15.1 All minutes of Board meetings, motions for the Board's consideration and approval, and agendas of Board meetings will therefore be provided in both official languages.

## **16.0 Evaluation and Annual Report to the Board**

16.1 Indicators on the recruitment and retention of staff with the ability to provide service in both official languages will be reported quarterly by the French Language Committee to the Board. (See appendix D for the terms of reference of the French Language Committee).

16.2 The French Language Committee will report annually to the Board on the effectiveness and implementation of the Official Languages Policy and of the Services in French Policy in the following areas:

- i) Patient population and satisfaction;
- ii) Designation of positions requiring the ability to provide service in both official languages;
- iii) Percentage of staff in front line areas with the ability to provide service in both official languages;
- iv) Language training sessions provided to staff;
- v) Percentage of staff with the ability to provide service in both official languages by service;
- vi) Complaints or grievances regarding matters of official language.

## **II. SERVICES IN FRENCH POLICY**

This section applies to areas designated under the *French Language Services Act*.

The Institute recognizes that in accordance with the *French Language Services Act* a person has the right to communicate in French with, and to receive available services in French from the Institute personnel.

### **1.0 Communication**

- 1.1 Public entrances and patient reception areas at the Institute shall indicate the availability of services in French from designated staff wearing « Je parle français » on their ID card or on a separate button.
- 1.2 While on duty, bilingual staff shall wear badges indicating their ability to provide service in either official language and shall identify the language preference of clients under their care.

### **2.0 Health Records**

- 2.1 Health record entries are made in English.
- 2.2 All forms generated by the Institute and placed in a health record must be bilingual or available in both languages.
- 2.3 Every patient is entitled to a written translation of any document put in his or her file.

### **3.0 Training**

- 3.1 The Institute has established a French Language Resource Centre to provide staff with on-site access to appropriate language training facilities. Access to the Centre is available weekdays from 8:00 to 16:00.
- 3.2 All managers shall encourage their staff to participate in French language training and assist them, wherever feasible, in achieving this end.

### **4.0 Staffing**

- 4.1 The Institute will make clear that the language requirements of various positions will be fulfilled by training of the present incumbent when the incumbent does not meet the language requirements, and that in no instance will employees be terminated or suffer reduction in salary or wages for not meeting job language requirements.
- 4.2 Employees hired after January 1, 2000 and other outside candidates must meet the posted language requirements.

### **5.0 Francophone representation: Board of Directors and Senior Management Level Committees**

- 5.1 Board of Directors  
To ensure the permanency and the quality of services in French within the Institute, the Board of Directors should have a minimum of four (4) French-speaking members. Before any new appointment is made, the Chair will ensure that the number of French-speaking members is maintained at all times.

5.2 Senior Management

The Institute will have a minimum of two (2) French-speaking staff among its 16 senior officers.

5.3 Senior Management Level Committees

The Institute will also meet the needs of the local community through adequate representation of French-speaking individuals on senior management level committees. There will be at least one (1) French-speaking individual on each Committee.

**6.0 Accountability**

The Director General is accountable for the provision of permanent and high quality of French language services.

---

## APPENDIX A

---

### UNIVERSITY OF OTTAWA HEART INSTITUTE POLICY AND PROCEDURE MANUAL

---

**APPROVED BY:** \_\_\_\_\_  
Executive Committee

**NUMBER:** 1-110

**DATE APPROVED:** 2002 01 25

**PAGE:** 1 of 2

**SUPERSEDES:** 2000 09 08

---

### RESPONDING TO PATIENT/PUBLIC CONCERNS

---

#### 1.0 POLICY:

The University of Ottawa Heart Institute is committed to providing the highest quality cardiac care. The Institute values its patients and the residents in the communities that it serves. Every effort is made to establish and maintain open lines of communication with patients, the public and the media to minimize negative experiences and inconvenience and maximize the exchange of accurate and timely information. All written and/or verbal concerns/complaints regarding patient care or any aspect of the operations of the Institute shall be coordinated through the office of the Director General in either official language.

#### 2.0 PROCEDURE:

- 2.1 The Director General must be briefed on all patient/public complaints as soon as they are received.
- 2.2 The Director General (or his delegate) shall consult with the appropriate Division/Department Head for background information regarding a particular concern/complaint.
- 2.3 The Director General (or his delegate) shall make the initial contact with the originator of the concern/complaint by phone within 24 hours. In his absence, this contact will be carried out by either the Vice-President, Medical Affairs & Business Development or Chief Communications Officer.
- 2.4 Background information and copies of any complaints handled at the Divisional/Departmental level should be forwarded to the office of the Director General.
- 2.5 Immediately following the initial contact, the Vice-President, Medical Affairs & Business Development will follow up with relevant Institute staff and bring it to the attention of the Executive Committee, if deemed appropriate, to ensure that the issue is properly addressed.
- 2.6 A written acknowledgement to the complaint will be sent within 48 hours.
- 2.7 The Director General's Office will maintain an up-to-date file of all concerns/complaints, actions taken and subsequent recommendations.

## APPENDIX B

### UNIVERSITY OF OTTAWA HEART INSTITUTE POLICY AND PROCEDURE MANUAL

#### FRENCH LANGUAGE ORAL CAPABILITY LEVELS

##### ORAL EXPRESSION

C-	At this level, pronunciation is frequently unintelligible. Grammar is almost entirely inaccurate. Vocabulary is inadequate for even the simplest conversation. Speech is so halting and fragmentary that conversation is virtually impossible.
C	At this level, one has no autonomy of expression. The ability to speak is limited to some short memorized material on familiar topics related to work. One is able to verbalize isolated words, expressions of two or three words, and express simple, unconnected sentences. The range of vocabulary is limited. The delivery is slow and awkward. One can handle greetings, leave-taking and other expressions of courtesy. The limited vocabulary, the constant errors and the slow delivery severely inhibit communication.
C+	This level implies the ability to speak in a series of inter-connected simple sentences and in isolated compound sentences. Vocabulary is limited to that of daily, non-technical use. Delivery is slower than normal and interference from the mother tongue is general.
B-	This level implies the ability to speak in inter-connected simple compound and complex sentences. Vocabulary is still limited to that of daily, general use. Delivery is still slow and uneven. Interference from the mother tongue remains. Frequent grammatical errors show some major patterns uncontrolled and cause possible misunderstanding.
B	At this level, one possesses some ability to work in the second official language as long as the number of language functions to be used is limited and the functions simple. One shows some spontaneity in language production but fluency is very uneven, resulting in halting speech. One is able to participate in simple conversations on a one-to-one basis. Vocabulary is limited to that used in simple non-technical, daily conversational usage. One can make and answer requests for information or directions give simple instructions and discuss simple needs. Grammar and pronunciation will most often show strong mother tongue interference, and will occasionally result in misunderstanding.
B+	This level implies the capacity to take part in a variety of verbal exchanges using different kinds of sentence types. The individual at this level would function optimally in a one-to-one interview, but should also be able to contribute to meetings and discussion groups. The individual would be able to convey the essentials of his/her ideas and opinions on general or work-related topics without necessarily being able to give a detailed outline of the line of reasoning. There would likely be vocabulary, idioms and regional variants inappropriately used. Hesitations of moderate length may be relatively frequent on general or work-related topics and would increase as the individual attempts to speak in detail on any specific subject matter.
A-	At this level, one has the ability to participate in conversations and satisfy many work requirements. One can discuss work-related and general matters with some care and facility, expressing opinions and offering views. One is able to take part in a variety of verbal exchanges and to participate in meetings and discussion groups. However, one still needs help with handling complications and difficulties. One is generally good in either vocabulary or grammar, but not in both.
A	At this level, one 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 these settings as well as in meetings and discussion groups. Some mastery of idioms and of specific vocabulary appropriate to a variety of contexts, both formal and informal, is evident. The correct use of regional variants is expected while deficiencies in vocabulary will most probably be compensated for. Grammar is generally appropriate. Pronunciation may show moderate mother tongue interference. Deficiencies in vocabulary will be compensated for by synonyms and paraphrases. Discourse may be marked by hesitations but these may nevertheless appear acceptable to the mother tongue listener. Problems may be encountered in discussing more specialized topics, but the individual at this level will have very little difficulty in making himself / herself understood.
A <sup>+</sup>	This level implies all the capacities in level A. One uses native-like pronunciation. Knowledge of grammatical structures is almost equal or equivalent to that of a native speaker of the same occupational group. Vocabulary is apparently as accurate and extensive as that of a native speaker of the same professional group. Speech on all professional and general topics is effortless and smooth.

## ORAL COMPREHENSION

C-	At this level, one understands too little for the simplest type of conversation.
C	This level implies the understanding of only slow, very simple speech.
C+	This level implies the ability to understand a series of simple and isolated compound sentences spoken at slower than normal speed. Vocabulary has to be general. Requires constant repetitions and rephrasing.
B-	This level implies the ability to understand inter-connected simple compound and complex sentences spoken at slower than normal speed. Rapid delivery or background noise impedes comprehension of the gist of the exchange. Conversation on the telephone presents comprehension problems as well. Vocabulary is still limited to words and expressions in daily general use and spoken with close to standard pronunciation. Requires frequent repetition and rephrasing.
B	This level implies the ability to understand a limited number of simple work-related functions, spoken at slower than normal speed. Repetition will be necessary. Rapid delivery or background noise may impede comprehension of the gist of the conversation.
B+	This level implies the ability to understand continuous speech made up of a variety of sentence types and delivered at normal speaking rate. The main points and general lines of reasoning will be understood although nuances of speech and specific details of the discussion may be missed. The same difficulties could arise in situations involving communication through the media (radio, telephone) but would be less likely to occur in face-to-face situations. In all situations, an individual at this level would experience difficulty in understanding regional words, expressions and pronunciation. Background noise or a particularly fast speaking rate may have the same effect. General and work-related vocabulary will be better understood than non-specialized vocabulary.
A-	This level implies the ability to understand everything in normal conversation, except for colloquial and low-frequency items. Rapid or slurred speech may still impede comprehension, but will only rarely affect general comprehension.
A	This level implies the ability to understand speech delivered at a faster rate. Most of the specific points of discussion will be understood, but comprehension of attitudes expressed through nuances will still cause some difficulties. After a certain period of adjustment, communication through the media or certain regional variants will have only minor effects on comprehension. The ability to follow a discussion on a wide range of topics, including some of a more specialized nature, is expected at this level.
A+	This level implies all the capacities in level A. At this level, one understands everything in both formal and colloquial speech as a native speaker of the same professional group does.

## APPENDIX C

### UNIVERSITY OF OTTAWA HEART INSTITUTE POLICY AND PROCEDURE MANUAL

#### FRENCH LANGUAGE WRITTEN CAPABILITY LEVELS

##### READING COMPREHENSION

C-	This level implies the ability to read and understand a few words.
C	This level implies the ability to read and understand words, phrases and a series of simple sentences. The range of vocabulary the reader understands is limited to that of general use.
C+	This level implies the ability to read and understand words, phrases and a series of simple and compound sentences
B-	This level implies the ability to read and understand short paragraphs. The range of vocabulary understood is limited to that of daily general topics with no mastery of idiomatic expressions
B	This level implies the ability to read and understand a variety of simple and compound sentence types which express general ideas and opinions on non-specialized and non-technical topics.
B+	This level implies the ability to read and understand a variety of texts. Regional variants are unfamiliar to the reader at this level. The general meaning and the major points of texts on general and work-related topics are understood although nuances or specific details are frequently missed.
A-	This level implies the ability to read and understand a variety of general and technical texts. Nuances and specific details may not be understood.
A	Occasional misunderstanding may occur as the reader may experience some difficulty with unusually complex structures and low-frequency idioms.
A <sup>+</sup>	This level implies the ability to read and understand all types of texts of whatever length. Specialized vocabulary, regional variants are no problem.

##### WRITTEN EXPRESSION

C-	This level implies the ability to write a few words.
C	This level implies the ability to write words, phrases and a series of simple sentences with little accuracy. The writer's range of vocabulary is limited to that of general use This level implies the understanding of only slow, very simple speech.
C+	This level implies the ability to write words, phrases and a series of simple sentences with little accuracy.
B-	This level implies the ability to write short messages and take down simple notes such as telephone messages. The range of vocabulary is limited to that of daily general topics with no mastery of idiomatic expressions. One has no practical communicative writing skills. One cannot produce in the target language.
B	This level implies the ability to write short, simple letters and use a variety of simple sentence types to express general ideas and opinions on non-specialized and non-technical topics. Errors in grammar and spelling are frequent.
B+	This level implies the ability to take notes on familiar topics, write simple letters using a variety of simple and compound sentence types. Grammar and spelling remain a problem. Nuances of style and regional variants are absent; sentences may be awkwardly connected.
A-	This level implies the ability to present a detailed line of reasoning in written form on general or work-related topics. The writer makes errors in punctuation and spelling and frequent errors in producing complex sentences. The writer is strongly influenced by his/her first language.
A	This level implies the ability to present a detailed line of reasoning on all topics. The writer is usually strong in either grammar or vocabulary but not in both. Some misuse of vocabulary may be evident. Style may be obviously non-native. Consultation is required before texts are ready for out-of-office distribution.
A+	This level implies the ability to express oneself with accuracy in all formal and informal writing on practical, social and professional topics.

*(This information was prepared in 1989 by Children's Hospital of Eastern Ontario - (CHEO) Language Training Centre, adapted from the Ontario Ministry of Health French Language Services Department, and the U.S.A. Educational Testing Services, Foreign Service Institute).*

---

## APPENDIX D

---

### UNIVERSITY OF OTTAWA HEART INSTITUTE POLICY AND PROCEDURE MANUAL

---

APPROVED BY: \_\_\_\_\_  
Executive Committee

DATE APPROVED: 2000 12 22

PAGE: 1 of 2

SUPERSEDES: 1999 06 11

---

### FRENCH LANGUAGE COMMITTEE TERMS OF REFERENCE

---

#### 1. PURPOSE:

To establish and maintain effective French Language health services at the Heart Institute and ensure the continued availability, permanence and quality of these services.

#### 2. FUNCTIONS:

- 2.1 To develop and implement French Language Designation within the H.I.
- 2.2 To plan and promote health services in French within and outside the H.I.
- 2.3 To ensure the provision of French language training services
- 2.4 To ensure the provision of high quality translation services
- 2.5 To ensure the development of policies and procedures for the Institute
- 2.6 To report regularly and make recommendations to the H.I. Executive Committee (HIEC) regarding the practical implementation of policies proposed by this Committee
- 2.7 To ensure that the needs and satisfaction of French-speaking patients are surveyed on a regular basis
- 2.8 To review annually the current status of French language services: actual provision of health care services in French, availability of correspondence and printed material in both official languages
- 2.9 To advise the Network/District Health Council on the continued development and maintenance of French language health services within the agency

#### 3. MEMBERSHIP:

- 3.1 Board of Directors, member
- 3.2 Chief Financial Officer
- 3.3 Clinical Services, Administration
- 3.4 Clinical Services, Staff
- 3.5 Heart Institute Alumni
- 3.6 French-speaking Physician
- 3.7 English-speaking Physician
- 3.8 Heart Institute Support Staff
- 3.9 Manager, French Resource Centre
- 3.10 Communications Office, Staff

**4. CHAIR:**

The Chair shall be appointed by the HIEC.

**5. FREQUENCY OF MEETINGS:**

Meetings will be held monthly, and may be called more frequently at the call of the Chair.

**6. DISTRIBUTION OF MINUTES:**

Copies of the minutes will be forwarded to the Committee members and to the office of the Chair.

**7. REPORTING RESPONSIBILITY:**

The Chair shall report in writing to the HIEC and to the Board on a semi-annual basis or more frequently as required.