

# Designation Glossary

French Language  
Health Services Network  
of Eastern Ontario  
*Living Healthy Lives in French*



## Active offer

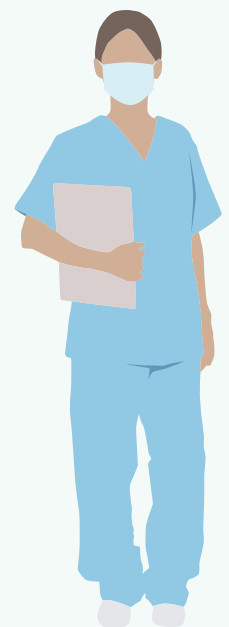
Active offer can be defined as the regular provision of French language health services on a permanent basis, services that are comparable in quality to services provided in English and are offered systematically and proactively to Francophone clients along the entire continuum of care. To ensure an active offer of health services in French, health service providers must implement a series of organizational practices. These practices are also designation requirements.

## Designated health service provider

Under the *French Language Services Act*, designated health service providers have an obligation to provide French language services on a guaranteed and permanent basis, in compliance with the 34 designation requirements. (This obligation applies only to the services for which the provider is designated). Designated health service providers must also submit a statement of compliance to the Ministry of Francophone Affairs every three years to demonstrate that they are still in compliance with the designation requirements. However, a health service provider may be partially designated. A partial designation occurs when a regulation designating a public service agency limits the designation, either by listing only certain services provided by the agency or by specifying the services excluded from the designation. Partially designated agencies must also submit a statement of compliance every three years.

## Designation

A legal and administrative process that follows the rules and procedures set out in the *French Language Services Act*, [Ontario Regulation 398/93](#) and Ontario Ministry of Francophone Affairs guidelines. This process provides a legislative and regulatory framework that allows health service providers to demonstrate that they have the capacity to offer French language services on a permanent basis while meeting the specific needs of the Francophone population they serve. As legal recognition, designation is rather like a seal of quality for French language health services.



## Designation plan

To be designated, health service providers must submit a designation plan that clearly demonstrates how they comply with the 34 designation requirements. The designation plan includes a human resources plan. The purpose of this document is to show that designated positions are occupied by staff with the requisite level of French language skills.

## Designation requirements

To be designated, health service providers must comply with the 34 requirements established by the Ministry of Francophone Affairs. These requirements are based on the following five criteria: the agency must offer quality services in French on a permanent basis, which is ensured by employees with the requisite French language skills; access to services must be guaranteed and follow the principle of an active offer; provisions for effective representation of Francophones on the board of directors and its committees are included in the administrative by-laws and must reflect the proportion of the Francophone population within the community served; the senior management team must have an effective representation of Francophones; the board of directors and the senior management team must be accountable with respect to the quality of French language services.

## Health service provider

An organization that provides health care services (including hospitals, long-term care centres, community health centres, mental health and addiction services, and community support services). As a French Language Health Planning Entity, the Réseau works with health service providers funded by the Ministry of Health (through Ontario Health) and/or the Ministry of Long-Term Care. It is important to note that at this time, certain types of health service providers cannot be identified or designated. They include private health service providers (e.g., dentists, optometrists, laboratory services), public health units, primary care clinics (family doctors in private practice), as well as most agencies that fall under municipalities (paramedical services and some long-term care centres).

## Identified health service provider

Identified health service providers have an obligation to work towards becoming designated under the *French Language Services Act*. In addition, they have a responsibility to develop a French language services plan and provide health services in French in accordance with existing capacity.



Identified health service providers are deemed to have some capacity to provide French language services; the aim of the designation process is to build up this capacity.

## Non-identified health service provider

Non-identified health service providers are neither identified for designation nor designated under the *French Language Services Act*. Although they have no obligation either to provide services in French or to submit a designation plan, they still have a responsibility to develop and implement a plan to address the needs of their local Francophone community.

## Ontario's French Language Services Act

The *French Language Services Act* was initially passed by Ontario's Legislative Assembly in 1986 and came into force in 1989. The legislative and regulatory framework for designation is defined in this Act.

## Statement of compliance

Designated health service providers must submit a statement of compliance to the Ministry of Francophone Affairs every three years to demonstrate that they are still in compliance with the 34 requirements for designation.

## Réseau

The French Language Health Services Network of Eastern Ontario/ *Réseau des services de santé en français de l'Est de l'Ontario*. As part of its mandate as the French Language Health Planning Entity for the Champlain and South East regions, the Réseau provides support to 59 designated and identified health service providers in these regions by offering them free consulting services.

**To learn more about designation, [visit our website: www.rssfes.on.ca](http://www.rssfes.on.ca)**

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