

Terms of Reference

LIHC – French Language Services Advisory Committee

Purpose

To develop Health Centre initiatives related to FLS plan in the following key areas: knowledge and awareness, FLS capacity, Francophone community engagement, and FLS integration and coordination. To develop strategic plans in accordance to the FLS requirements of the Local Health System Integration Act.

To promote an active offer across the Health Centre's programs and services. An active offer happens when Francophone members of the public are informed about available services in French, have access to these services, and are satisfied with the quality of these services. The active offer of services in French becomes a means to correct inequities by proposing a tangible method to reconcile health services with the needs of the Francophone population.

Mandate

The Advisory Committee is accountable to the Executive Director and the Director of the Health Centre.

Responsibilities:

- Advise on strategies that would help with the implementation of the French Languages Services Work Plan
- Promote elements of the French Languages Services work plan
- Ensure elements of the French Language Services are incorporated into the committee member's every day role.
- Champion French Language Services at the Health Centre and within the broader community
- Explore opportunities to increase access of French Language Services by prioritizing an active offer and direct first contact in French.
- Collaborate with advisory committee members for interdisciplinary initiatives
- Espouse the values that anchor the South West LHIN's active offer of French Language Services
- Encourage and create opportunities to strengthen partnerships with French agencies

Composition of Members

The Committee members represent a multi-disciplinary team of managers and frontline staff. All committee members have French language skills, which range from beginning to superior.

The composition of the committee should include but is not limited to the following:

- One operations manager (Human Resources + another is optional)
- One program manager
- One frontline staff from primary care
- One frontline staff from community programs
- A support staff (preference given to someone with communications)
- A member of the Client Care Support Team

Of these members, one will be appointed the role of Chair to ensure the work moves forward.

Sub-committees and Working Groups

Sub-committees will be established based on the needs of the work plan.

Term of Membership

Membership will be reviewed on an annual basis to ensure the needs of the committee and the work plan are met and to ensure equitable representation around the table.

Meetings

Meeting schedule will be agreed upon on a yearly basis to align with the working schedules of the committee members.

Members are expected to attend the majority of the meetings. If there is a persistent absence, the Chair will connect with the member to review their commitment to the advisory committee.

Communication/Reporting

The Advisory Committee drafts and reviews the work plan, which is submitted to the Director and Executive Director of the Health Centre. Upon the approval of the Executive Director and the Director, the work plan is then submitted to the South West LHIN.

The plan is then shared with staff (at an all-staff meeting), the leadership team, and the Community Advisory Council and the Board of Directors.

Decision Making

Consensus