



Investigation Report

FILE NUMBER 24-25-049

INSTITUTION IN QUESTION Horizon Health Network – Miramichi
Regional Hospital

SUBJECT Alleged deficiencies in the active
offer and provision of services in
French

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**REPORT DISTRIBUTED TO THE
FOLLOWING PERSONS** President and CEO, Horizon Health
Network
Complainant
Premier
Clerk of the Executive Council
Executive Director of the Secretariat
of Official Languages

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Summary

This report was prepared following an investigation into a complaint against Horizon Health Network (the institution). More specifically, the complainant alleges deficiencies in the active offer and provision of services in French from the Miramichi Regional Hospital's reception and triage team.

Upon conclusion of this investigation, the Office of the Commissioner of Official Languages finds, for the reasons set out in this report, that the complaint is **founded** and that the institution failed to meet its obligations under the *Official Languages Act* of New Brunswick (OLA).

Having established that the complaint is founded, the Commissioner makes the following recommendations:

1. **THAT** the institution regularly remind all employees, travel nurses and its providers of its linguistic obligations under the *Official Languages Act* and of its official languages policies and procedures to ensure that service of equal quality is available in both official languages for all services, without undue delay;
2. **THAT** in particular, the institution regularly remind all employees and travel nurses of the importance of making an active offer of service in both official languages to maintain the continuity of service in the language of choice of all members of the public;
3. **THAT** in the future, the institution ensure that its providers and travel nurses are aware of legislative official language obligations and that those obligations are clearly stated in all contracts with service providers, if they are not already;
4. **THAT** the institution continue its efforts, as it has indicated, to recruit bilingual healthcare professionals and develop a rigorous plan for the recruitment of bilingual staff, together with a timeline, to identify new pools of healthcare workers, from both here and elsewhere, to immediately correct deficiencies in the provision of services of equal quality in both official languages at the Miramichi Regional Hospital and all its healthcare facilities;
5. **THAT** the institution regularly remind all its employees and travel nurses of the contents of its contingency plan and the plan's location to ensure that service of equal quality is offered in both official languages for all services, at all times and without undue delay.

Complaint

The details of the complainant's allegations are as follows:

On July 1, 2024, the complainant's son was transferred to the Miramichi Regional Hospital from the Tracadie Hospital for an operation. Upon arriving in Miramichi, the complainant's son was in a wheelchair, as his pain was making it very difficult for him to walk and speak. Although Tracadie Hospital staff had called the Miramichi Regional Hospital to explain the situation, the staff would not immediately send the complainant and son to triage.

According to the complainant, the employee at the reception desk knew that the parent and son were Francophone. The complainant had to speak English and struggled to find words on several occasions. The complainant indicated that the receptionist never spoke to them in French. The complainant also claims that the same thing happened at triage, stating, *[translation]* "I understand English, but speaking it is sometimes hard for me."

Abbreviations and Terms Used

OCOL	Office of the Commissioner of Official Languages
The hospital	Miramichi Regional Hospital
The institution	Horizon Health Network
OLA	<i>Official Languages Act</i> of New Brunswick

Investigation

Investigation under subsection 43(13) of the OLA

After the complaint was filed on July 2, 2024, the OCOL decided to proceed with an investigation under subsections 43(10) and 43(13) of the *Official Languages Act* of New Brunswick (OLA).

A notice of investigation dated September 6, 2024, was sent to Horizon Health Network (the institution). In this notice to the President and Chief Executive Officer, the institution was asked to inform the OCOL of its assessment of the facts concerning the allegations made by the complainant, provide any additional information that may be useful in this matter and answer a series of questions.

Response from the institution

On October 11, 2024, the institution sent its response to the OCOL.

[Translation]

We thank you for providing information regarding a complaint recently received by your office alleging deficiencies in the provision of services in the client's official language of choice. Horizon promotes a patient-centred approach to care and regrets any failure to provide appropriate service that the patient may have experienced. We have discussed the allegations with the team in question.

The institution then summarized the complaint and provided the OCOL with its assessment of the facts, which reads as follows:

[Translation]

We met with the team in question — the registration and triage team at the Miramichi Regional Hospital Emergency Department. The facts alleged in relation to the incident are not refuted.

Responses to your questions or requests are provided based on current conditions, as of September 24, 2024:

The department's nurse manager identified the employee working at registration (nursing unit clerk) on the day of the incident.

According to the nursing unit clerk, upon arriving at the department, the patient and family member had to wait to see the triage nurse. Protocol requires that every patient in the department be triaged and registered, even if they arrive from another facility. The nursing unit clerk stated that she had not made the active offer by saying "Hello/Bonjour." She said in English, "I'm sorry. I am not French. I will do my best." At the time of the incident, the nursing unit's bilingual clerk had gone on break.

The nurse manager followed up with the registration employee (nursing unit clerk), in accordance with Horizon's human resources guidelines, and provided the employee with on-site training and resources. She also stressed the importance of making the active offer and ensuring that the patient's choice of language is respected.

The nurse manager identified the employee working in triage on the day of the incident. This person was an travel nurse who no longer works for Horizon Health Network.

Concluding its response, the institution stated the following:

[Translation]

We hope the information provided is satisfactory. Horizon welcomes any recommendations you may have regarding the active offer and language of service. We remain committed to respecting language rights in providing patient-centred care.

Analysis

Relevant provisions of the OLA in this matter are as follows:

COMMUNICATION WITH THE PUBLIC

Communications with government and its institutions

27 Members of the public have the right to communicate with any institution and to receive its services in the official language of their choice.

Obligations of institutions

28 An institution shall ensure that members of the public are able to communicate with and to receive its services in the official language of their choice.

28.1 An institution shall ensure that appropriate measures are taken to make it known to members of the public that its services are available in the official language of their choice.

Services provided by third parties

30 When the Province or an institution engages a third party to provide a service on its behalf, the Province or the institution, as the case may be, is responsible for ensuring that its obligations under sections 27 to 29 are met by the third party.

COMMUNICATION AVEC LE PUBLIC

Communication avec le gouvernement et ses institutions

27 Le public a le droit de communiquer avec toute institution et d'en recevoir les services dans la langue officielle de son choix.

Obligation des institutions

28 Il incombe aux institutions de veiller à ce que le public puisse communiquer avec elles et en recevoir les services dans la langue officielle de son choix.

28.1 Il incombe aux institutions de veiller à ce que les mesures voulues soient prises pour informer le public que leurs services lui sont offerts dans la langue officielle de son choix.

Prestation de services pour le compte de la province

30 Si elle fait appel à un tiers afin qu'il fournisse des services pour son compte, la province ou une institution, le cas échéant, est chargée de veiller à ce qu'il honore les obligations que lui imposent les articles 27 à 29.

The complainant alleges not having received service in French upon arriving at the Miramichi Regional Hospital's reception and triage area. The institution does not refute the situation of fact reported by the complainant.

The questions asked by the Office of the Commissioner of Official Languages (OCOL) in the notice of investigation covered several points, including compliance with the OLA, linguistic profile, employee training, the contingency plan for employees, shifts, the institution's official languages policy and equal quality of service.

After examining the institution's responses to the questions asked by the OCOL in the notice of investigation, the OCOL finds that the complaint is **founded**.

Language of work and language of service

There are two health networks in New Brunswick: Vitalité Health Network and Horizon Health Network. Each network has an internal language of operation (French for Vitalité and English for Horizon). This is what is called the "language of work."

Although the regional health authorities established under the *Regional Health Authorities Act* may determine an official language for the daily operations of the healthcare establishments, facilities and programs under their jurisdiction, as set out under sections 33 and 34 of the OLA, they are still required to comply with sections 27 to 28.1 and section 30 of the OLA. Under the *Regional Health Authorities Act* and the OLA, each network must ensure that members of the public receive health services in their official language of choice at all times. This is what is called the "language of service."

Compliance with the OLA

Active offer of service

The obligations imposed by the OLA are clear: the institution must be able to communicate with the public and offer its services to members of the public in both official languages. Furthermore, the institution must inform members of the public on first contact that its services are available in both official languages. In other words, members of the public should not have to request service in either official language, as both languages should already have been offered by the institution's employees. This is what is called the "active offer of service."

The active offer of service in both official languages is extremely important, because if the offer is made in only one language, it is often unlikely that members of the public who wish to be served in the other official language will assert their language rights. Instead, they tend to accept being served in the language used by the employee to greet them. That is why a greeting such as "Hello/Bonjour" is so important, as it invites members of the public to use either of the two official languages when communicating with or receiving service from a government institution.

[Translation]

The concept of the active offer is therefore fundamental, and it is central to the purpose of language rights: ensuring respect for the individuals within a society and the equal status, rights and privileges of the English and French languages and linguistic communities.

Michel Doucet, *Les droits linguistiques au Nouveau-Brunswick* [Language rights in New Brunswick], 2017.

The term "active offer" is clearly defined in the following section of the OLA:

28.1 An institution shall ensure that appropriate measures are taken to make it known to members of the public that its services are available in the official language of their choice.

28.1 Il incombe aux institutions de veiller à ce que les mesures voulues soient prises pour informer le public que leurs services lui sont offerts dans la langue officielle de son choix.

Continuity of service in the language of choice

The purpose of the active offer of service in both official languages is to determine the official language of choice of members of the public, which, once established, must be respected. This is what is called “continuity of service.” If an institution fails to maintain continuity of service, then there is a chance that the public will accept service in the language used by the institution’s employee, which is not the public’s duty whatsoever. In fact, this contradicts the obligations under the OLA and, in some cases, forces members of the public to assert their language rights.

The institution indicated that the registration employee acknowledged that she had not made an active offer in both official languages and that she had communicated with the complainant in English only. Continuity of service in the complainant’s language of choice was therefore not respected. According to the OCOL, this situation goes against the institution’s linguistic obligations under the OLA, as service of equal quality must be available in both official languages at all times and without undue delay. However, according to the complainant, this did not occur.

The OCOL therefore asked the institution the following question:

[Translation]

What process should the employees of the teams targeted by the complaint have followed in this situation?

The institution provided the following response:

[Translation]

The department’s employees should have made the active offer. Greeting patients bilingually by making the active offer gives them the choice of being served in English or French. Simply saying “Hello/Bonjour” or “English?/Français?” would suffice. If the patient responds in French, indicating a preference for being served in French, and the employee does not speak French, the employee may ask for help from a bilingual colleague. They should inform the patient by saying “Un moment s’il vous plaît.” When no one is immediately available, staff must refer to their contingency plan.¹ The manager must ensure that a solid contingency plan is in place, and that staff are comfortable using it, to guarantee the provision of service.

This response indicates to the OCOL that the institution is well aware of its linguistic obligations, but there appears to have been a discrepancy between this statement by the institution and the situation experienced by the complainant. According to the complainant, the employee was aware of their language preference. Instead of continuing the conversation in English, the

¹See **Appendix**.

employee should have sought the help of a colleague with the necessary skills in the other official language, which she failed to do. According to the institution, *[translation]* “[a]t the time of the incident, the nursing unit’s bilingual clerk had gone on break.” However, the employee would have had other opportunities to find a bilingual colleague, because according to the institution’s response, *[translation]* “[o]n the day of the incident, five bilingual nurses were working in the Emergency Department.”

The OCOL therefore makes the following recommendations to ensure the continued compliance of employees and travel nurses with the institution’s linguistic obligations:

Recommendation No. 1:

The Office of the Commissioner recommends that the institution regularly remind all employees, travel nurses and providers of its linguistic obligations under the *Official Languages Act* and of its official languages policies and procedures to ensure that service of equal quality is available in both official languages for all services, without undue delay.

Recommendation No. 2:

The Office of the Commissioner recommends that the institution regularly remind all employees and travel nurses of the importance of making an active offer of service in both official languages to maintain the continuity of service in the language of choice of all members of the public.

Staffing shortage

The institution also shared the following:

[Translation]

The vacancy rate in the Miramichi Regional Hospital Emergency Department is very high. As indicated above, 47 positions are vacant, 29 of which are advertised as bilingual-preferred positions (62% vacancy rate for RN, LPN and clerical positions).

Bilingual clerks are in direct contact with the public at reception. If a staff member takes sick leave, there may not be enough bilingual staff at the reception desk, and this is when we must refer to the contingency plan. Current vacancies are advertised as bilingual positions. Triage requires specific certification, so it is hard to find bilingual candidates. As we stated above, staffing the department is difficult. There is a shortage of qualified candidates for the positions available. The department has a robust contingency plan available to all employees.

The OLA makes no exceptions for special circumstances; an institution governed by the OLA must be able to uphold its linguistic obligations at all times, regardless of unforeseen circumstances. Although the institution stated that it is experiencing a staffing shortage, it is the institution’s

responsibility to use all possible means to ensure that all its services are available in both official languages. Members of the public should not have to switch to the official language other than their language of choice.

Travel nurses

As noted above, the institution indicated that the triage employee was an travel nurse working on behalf of the institution from a staffing agency that provides healthcare personnel. The OCOL did not ask the institution any questions in its notice of investigation in relation to section 30 of the OLA, concerning third parties providing services on the institution's behalf.

Provincially, nationally and internationally, the healthcare sector is facing a labour shortage that impacts the day-to-day operations of healthcare facilities. The institution has had to use staffing agencies to offset the staffing shortage. In the previous section, the OCOL indicated that despite the challenges caused by a shortage of staff, government institutions must, under the OLA, provide service of equal quality in both official languages regardless.

Section 30 of the OLA stresses the importance of the responsibility of institutions in relation to services provided through third parties. The OCOL believes that, in today's healthcare landscape, while institutions are sometimes obliged to meet their requirements through the use of third-party service providers, they must not do so at the expense of their linguistic obligations.

The OCOL is of the opinion that under section 30, the institution is first and foremost responsible for ensuring that the service provider and travel nurses are aware of its linguistic obligations. The OCOL adds that regular reminders to travel nurses on the part of the service provider and the institution's managers can only be helpful in guiding them. However, the OCOL cautions the institution that it should not rely solely on its provider to issue these reminders. The responsibility rests with the institution to ensure the substantive equality of the two official languages and, in this case, to ensure that its third party complies with the linguistic obligations of the institution on whose behalf it provides services.

In its response, the institution stated as follows:

[Translation]

With regard to the travel nurse in triage, Horizon no longer uses travel nurses, so we cannot provide any further information about this employee.

Although the institution has informed the OCOL that it "no longer uses travel nurses," the OCOL nevertheless makes the following recommendation:

Recommendation No. 3:

The Office of the Commissioner recommends that, in the future, the institution ensure that its providers and travel nurses are aware of legislative official language obligations and that those obligations be clearly stated in all contracts with service providers, if they are not already.

Linguistic profile

To better understand the official languages situation at the Miramichi Regional Hospital Emergency Department, the OCOL asked the following question concerning the linguistic profile of its staff:

[Translation]

What is the current linguistic profile of the reception, emergency and triage staff at the Miramichi Regional Hospital (the hospital)?

The institution provided the following responses:

[Translation]

On the day of the incident, five bilingual nurses were working in the Emergency Department.

The Miramichi Regional Hospital's current profile is 8 bilingual staff members out of 29 (including nursing unit clerks and nurses).

Of the 47 current vacancies, preference will be given to bilingual candidates for 29 positions (vacancy rate of 62% for RN, LPN and clerical positions).

The aim is to ensure that at least one bilingual staff member is present during every shift.

Currently, 27.5% of Emergency Department staff members are bilingual.

The OCOL is surprised that, despite the institution's assertion that sufficient personnel was available during the shift in which the incident occurred, neither the complainant nor the son received service in French from the nursing unit clerk or the travel nurse at triage. This can result from a lack of knowledge or an oversight of procedures — in short, human error.

The OCOL remains incredulous with regard to the institution's ability to provide service in the public's language of choice in the future due to the staffing shortage. The institution itself admits that *[translation]* "staffing the department is difficult." However, the OCOL hopes that the institution, mindful of its linguistic obligations, will continue its efforts to recruit bilingual staff and that it will be able to rapidly increase its workforce, including in the areas of reception and triage at the Miramichi Regional Hospital.

The OCOL therefore reiterates a recommendation from a previous report² targeting the institution:

² Investigation Report 20-21-081 (bit.ly/45SJFFm).

Recommendation No. 4:

The Office of the Commissioner recommends that the institution continue its efforts, as it has indicated, to recruit bilingual healthcare professionals and develop a rigorous plan for the recruitment of bilingual staff, together with a timeline, to identify new pools of healthcare workers, from both here and elsewhere, to immediately correct deficiencies in the provision of services of equal quality in both official languages at the Miramichi Regional Hospital and all its healthcare facilities.

Employee training

The OCOL felt it appropriate to ask the institution for information on its manager and employee training. It asked the following question:

[Translation]

Please provide a detailed description of the training received by staff of these departments on language rights. Does this training include the importance of making the active offer in both official languages and of continuity of service in the language chosen by patients and their family members or other visitors?

The institution responded as follows:

[Translation]

The department's nurse manager has taken the Accent for Horizon training on the active offer and respecting the language of choice. She regularly reiterates the importance of the active offer at morning meetings and by email. Employees are given cards with short bilingual sentences for reference (on a key ring). They also have pocket guides that include short sentences and where they can find a contingency plan. All employees have also taken Horizon's online training course on the active offer. Finally, all employees have signed the Employee Promise, which includes a statement that all employees must make the active offer to all patients and their families as well as to members of the public.

The OCOL expects that these reminders are issued not only to the institution's regular staff but also to travel nurses.

Contingency plan

As outlined above, to be deemed compliant with the OLA, an institution must offer services of equal quality in both official languages, at all times and without undue delay. When a member of the public, whether a patient or not, expresses their choice of official language in response to the active offer, the institution must take the necessary steps to ensure that the person can communicate with and receive services from the institution in that language — that is, to maintain the continuity of service. Since institutions may use a team approach to offer their services in both official languages, an important aspect of this is the contingency plan — an alternative procedure whereby unilingual employees can ensure service is provided in the other

official language by requesting the assistance of a colleague who has the language proficiency required to provide the service.

In its notice of investigation, the OCOL asked the following questions. Italics are used to indicate the institution's answers to these questions.

[Translation]

What is the contingency plan currently in place for the teams in question to ensure that staff members comply with the OLA at all times?

- a. Please provide us with a copy of the contingency plan provided to employees.

Please see the contingency plan attached to this letter.³

- b. Where is the contingency plan for the teams concerned in the complaint located?

The department's contingency plan is kept on a shared network drive that all staff can access. The nurse manager also posts the contingency plan in frequently used areas within the department (e.g. near telephones) so that staff can easily refer to it.

The department's central assignment board features blue dots next to the names of employees who speak French on a given shift.

- c. Do members of the nursing team have access to it at all times and know where to find it?

Team members all know that the contingency plan is on their shared network drive and how to find it. As mentioned above, the nurse manager also makes paper copies available to staff in the areas most frequented by staff.

However, instead of consulting the institution's contingency plan, the employee allegedly continued the conversation in English and said: "I'm sorry. I am not French. I will do my best." This demonstrates that the employee was either unaware of the institution's linguistic obligations or simply ignored or had forgotten them.

As noted above, to fully comply with the institution's linguistic obligations, the employee should have made an active offer of service in both official languages to the complainant, who would then have requested service in French. The employee, upon hearing the complainant's response, should have said, "Un moment s'il vous plaît" and sought out assistance from a colleague who is fluent in the member of the public's language of choice. This is not what happened.

³See Appendix.

According to the OCOL, an employee who indicates not being able to speak the official language chosen by a member of the public is not in compliance with the Government of New Brunswick's *Official Languages – Language of Service Policy and Guidelines*⁴:

Under no circumstances should an employee apologize for a lack of language skills or enter into a conversation with a client in the language not chosen by the client.

.....
If the employee extending the active offer of service is unable to serve the client in the language chosen, the employee should say “Un moment, s’il vous plaît” or “One moment please” depending on the language used by the client and immediately request that an employee with the required language skills serve the client. An employee should not proceed to serve the client in the language not chosen by the client.

It is important to note that the language of choice refers to the client’s language of choice and not the employee’s language of choice.

It is the opinion of the OCOL that the current situation demonstrates a fundamental need for the institution to remind, on an ongoing basis, all employees, including travel nurses, of its official languages procedures, regardless of special circumstances, such as breaks or staff shortages.

The OCOL therefore makes the following recommendation:

Recommendation No. 5:

The Office of the Commissioner recommends that the institution regularly remind all its employees and travel nurses of the contents of its contingency plan and the plan’s location to ensure that service of equal quality is offered in both official languages for all services, at all times and without undue delay.

Official languages policy

For the institutional bilingualism achieved through the team approach to work, as noted above, internal employees and travel nurses must be aware of the procedures to be followed. In this situation, official languages procedures were not followed. The institution needs to intensify its efforts to ensure that all employees, both internal and from an agency, are aware of and follow these procedures to provide all members of the public with service of equal quality in the official language of their choice at all times.

The OCOL asked the following question:

[Translation]

What measures are taken if a Horizon employee does not comply with your institution’s official languages policy?

⁴ <https://www.gnb.ca/en/org/languages/service.html>

The institution informed the OCOL that:

When a Horizon staff member fails to comply with the establishment's official languages policy, the department's nurse manager follows Horizon's progressive discipline policy, which involves discussing the incident with the staff member, ensuring that they understand the importance of the active offer, and placing a summary of the incident in the employee's human resources file.

Service of equal quality

In *R. v. Beaulac*, [1999] 1 SCR 768, the Supreme Court of Canada clearly indicated as follows:

39 [. . .] in the context of institutional bilingualism, an application for service in the language of the official minority language group must not be treated as though there was one primary official language and a duty to accommodate with regard to the use of the other official language. The governing principle is that of the equality of both official languages.

The OCOL stresses that the institution is not respecting the equality of New Brunswick's two official linguistic communities if it does not insist that its internal employees or service providers and travel nurses meet all of its official language requirements.

Although the complaint is founded and the OCOL has issued the above recommendations concerning the contingency plan, among other matters, the OCOL notes that the institution clearly understands its linguistic obligations under the OLA. The situation therefore does not illustrate a lack of knowledge or understanding on the part of the institution but rather human error.

Lastly, the institution's responses show that it has implemented, or will be implementing, the necessary measures to ensure compliance with its obligations under the OLA. In addition, the institution has confirmed having already taken corrective measures, such as reminding employees and travel nurses of the proper procedure for effectively serving members of the public in the official language of their choice.

Conclusion and Recommendations

The investigation of the Office of the Commissioner of Official Languages made it possible to establish that, for the reasons stated in this report, the complaint is **founded** and that Horizon Health Network (the institution) failed to meet its obligations under the *Official Languages Act* of New Brunswick (OLA). Having established that the complaint is founded, the Commissioner makes the following recommendations:

1. **THAT** the institution regularly remind all employees, travel nurses and providers of its linguistic obligations under the *Official Languages Act* and of its official languages policies and procedures to ensure that service of equal quality is available in both official languages for all services, without undue delay;
2. **THAT** in particular, the institution regularly remind all employees and travel nurses of the importance of making an active offer of service in both official languages to maintain the continuity of service in the language of choice of all members of the public;
3. **THAT** in the future, the institution ensure that its providers and travel nurses are aware of legislative official language obligations and that those obligations are clearly stated in all contracts with service providers, if they are not already;
4. **THAT** the institution continue its efforts, as it has indicated, to recruit bilingual healthcare professionals and develop a rigorous plan for the recruitment of bilingual staff, together with a timeline, to identify new pools of healthcare workers, from both here and elsewhere, to immediately correct deficiencies in the provision of services of equal quality in both official languages at the Miramichi Regional Hospital and all its healthcare facilities;
5. **THAT** the institution regularly remind all its employees and travel nurses of the contents of its contingency plan and the plan's location to ensure that service of equal quality is offered in both official languages for all services, at all times and without undue delay.

The Office of the Commissioner would like to thank the institution for its cooperation in this investigation.

Pursuant to subsection 43(16) of the OLA, we submit this report to the President and Chief Executive Officer of Horizon Health Network, the complainant and the Premier. We also submit it to the Clerk of the Executive Council and to the Executive Director of the Secretariat of Official Languages.

Pursuant to subsection 43(18) of the OLA, if a complainant is dissatisfied with the conclusions presented following this investigation, they may apply to the Court of King's Bench of New Brunswick for a remedy.

Shirley C. MacLean, K.C.
Commissioner of Official Languages for New Brunswick
Signed at the City of Fredericton,
Province of New Brunswick,
This 31st day of March 2025

APPENDIX

Miramichi Regional Hospital Emergency Department French Language Contingency Plan	
Staffing unit with bilingual staff members	• Current bilingual staff in department is 10 out of 29 (both nursing unit clerks and nurses) • There are currently 29 out of 47 positions vacant with preference to fill as bilingual • Goal is to ensure that on each shift we have one member of our staff that is bilingual • 34% of current Emergency room staff (clerical and nursing) are bilingual
Team Assignments	• Each two-person group nursing team has the goal of having one bilingual RNCA assigned. This allows for a total of 3 staff per shift with the ability to provide translation to our patients requesting treatment in their desired language as per the <i>Official Languages Act</i> (OLA) • When there is one bilingual staff member off due to vacation or other various reasons it allows us to have an additional RN present who is bilingual. In addition, the nursing registration unit clerk is also bilingual • All Nursing Unit clerks working in registration are either native French speaking or have the ability to handle French inquiries
No available bilingual staff present for French translation in department	• Staff are to page/call the nursing supervisor to have another member of the interdisciplinary team come to the department for translation (OR/ICU/OPC etc.)
No available bilingual staff in building	• Staff will receive this notification back from the supervisor <u>and only at this point</u> will the language line be used • As a last resort, the approved Translation Device is available for use