



THE COLLEGE OF MEDICAL LABORATORY TECHNOLOGISTS OF ONTARIO (CMLTO)

Policy Statement

Subject	French language services	Date Issued	2017/07/31
Section	Corporate Communications	Effective	2017/07/31
Issued by	CMLTO	Next Review Date	2020/07/31

1.0 POLICY

People have the right to use French in all dealings with the CMLTO.

2.0 PURPOSE

To outline the CMLTO's policy related to the provision of French language services.

3.0 SCOPE

The policy applies to all program areas at CMLTO and to all services provided by the CMLTO whether to its members, applicants or the public.

4.0 DEFINITIONS

5.0 REFERENCES AND RELATED STATEMENTS OF POLICY/PROCEDURE

The *Regulated Health Professions Act* contains the following provisions in Schedule 2, the *Health Professions Procedural Code*;

Right to use French

86. (1) A person has the right to use French in all dealings with the College.

Language preferences



(1.1) The College shall identify and record the language preference of each College member and identify the language preference of each member of the public who has dealings with the College.

Council to ensure right

(2) The Council shall take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College.

Definition

(3) In this section,

“dealings” means any service or procedure available to the public or to members and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews.

Limitation

(4) A person’s right under subsection (1) is subject to the limits that are reasonable in the circumstances.

6.0 PROCEDURES

The CMLTO is committed to ensuring that people may use French in their dealings with the College.

To this end, the CMLTO will;

- Provide service in French upon request, which includes the translation of correspondence, forms, assessments and other resource material, and the provision of a translator where necessary;
- Have a “Français” button on its website, which sets out the requirement to provide service in French as well as lists and links to all documents/resources CMLTO has available in French; and
- Identify key priority documents for translation (i.e., bylaws, regulations, standards of practice, code of ethics, practice guidelines, learning modules, etc.) and translate those documents as budget/resources permit.



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7.0 PRINCIPLES

This policy reflects the CMLTO's commitment to comply with the *Regulated Health Professions Act, 1991*, and provide services to its members and the public in the official language (English or French) of their choice.