

Written French-Language Translation

Reviewed Date		Number	<i>PR0104</i>
Revised Date	February 12, 2026	Approved Date	<i>July 7, 1999</i>

Introduction

The Simcoe Muskoka District Health Unit (SMDHU) is committed to providing clear, accessible public health information to support equitable access to programs and services. Written communication is a primary mechanism for sharing public health information and ensuring that key written materials are available in both official languages supports effective engagement with Francophone communities.

Purpose

The purpose of this policy is to inform Simcoe Muskoka District Health Unit Board of Health members, employees and students of the standardized process for requesting, prioritizing, and providing written French-language translations of SMDHU written materials.

Legislative Authority

French Language Services Act, R.S.O. 1990, c. F.32

Health Protection and Promotion Act

Policy Definitions and Interpretation

N/A

Policy

SMDHU is committed to making written public health information accessible by providing French-language translations of public-facing materials when appropriate. In accordance with the French Language Services Act and the Ontario Public Health Standards (OPHS), written French-language materials will be made available for communications intended for French-speaking Ontarians residing in designated areas.

Written translation requests will be prioritized based on public health impact, legislative obligations, intended audience, and timelines. Where eligible, translations will be completed through provincially supported translation services to ensure quality, consistency, and cost-effective use of resources.

Procedures

1. Employee is to submit their request to the CHASE help desk and attach the Ministry provided French translation request form, which is titled "Request for Service", with manager approval.
2. Employee is to save the final form and approved document(s) in S:\Health Unit\Request for Translation.
3. Employee to ensure the file is in an editable format (e.g., Word or accessible PDF).
4. Employee is to provide required details:

- Include the requester and resource contact information, document title, language(s) requested, type of service, deadlines, and intended audience.
- Indicate whether the document is new or previously translated.

5. Cost:

- French translation requests are generally provided free of cost through the Provincial Translation Network, which translates eligible public health materials for boards of health. Eligible materials may include, but are not limited to:
 - Public-facing communication materials (e.g., brochures, fact sheets, educational resources, newsletters, presentations, web and social media content, public alerts)
 - Resources for schools, childcare centres, and families
 - Forms (e.g., consent forms)
 - Surveys and other community engagement tools
- Note that urgent requests may incur costs and are the responsibility of the program requesting the translation.
- For large documents and reports where significant translation costs may be incurred, program managers are responsible for consulting the FI0107 Procurement Policy and following the appropriate purchasing procedures.

6. Processing:

- The Administrative Assistant, CHASE Team (MOH Office) reviews and submits requests to the appropriate translation provider.
- Requests are prioritized based on need and timelines.
- Translated documents are returned to the program area contact in electronic format.
- If graphic design is required to support finalization of translated product, request to CHASE help desk must be submitted, if not already in process for the English version of the product.

7. Records Management

- The program area requesting the translation is responsible for maintaining records of completed translations and storing them in accordance with SMDHU records management policies.
- The Administrative Assistant, CHASE Team (MOH Office) ensures the shared folder is cleared once requests are received and processed.

Related Policies

FI0107 Procurement Policy

Related Forms

Ministry-Provided French Translation Request Form (titled “Request for Service”)

Final Approval Signature: _____

Review/Revision History:

September 2010 Policy re-numbered, previous number C1.040

February 2026 Policy updated to reflect current practice