

French Language Service Referral Agreement

between COMMUNITY LIVING ESPANOLA and SUDBURY DEVELOPMENTAL SERVICES

Effective July 1, 2014

Purpose:

The French Language Services Act requires Agencies providing service in a designated community to have capacity to actively welcome and offer service and/or refer a French speaking person to another agency so they can obtain services in French.

The purpose of this agreement is to fulfill this requirement for French speaking individuals who present for service to Community Living Espanola in Espanola, Ontario.

Terms:

Whereas Community Living Espanola is committed to the provision of French Language services to Francophone clients in the language of their choice, services have been secured with Sudbury Developmental Services to provide support and assistance as follows:

- Clients of Community Living Espanola requesting services in the French language will be identified by the Executive Director and Managers of Community Living Espanola.
- With a Client's consent, a Community Living Espanola Manager will contact a Sudbury Developmental Services Manager to arrange for supports when needed.
- The Community Living Espanola Executive Director together with CLE Managers will determine what medium is necessary to provide needed supports (i.e., teleconference, videoconference and in-person).
- Arrangements to meet with involved parties is the responsibility of Community Living Espanola's managers. Sudbury Developmental Services will provide a competent, experienced, bilingual staff member to provide support when required.
- The extent of services required by the client and the level of support from Sudbury Developmental Services will be determined by the Community Living Espanola Executive Director together with CLE Managers
- Travel costs related to an employee of Sudbury Developmental Services providing in-person support to a client supported by Community Living Espanola will be the responsibility of Community Living Espanola. Expenses will be invoiced by Sudbury Developmental Services to Community Living Espanola on the same basis as Sudbury Developmental Services would compensate its own staff for transportation costs.
- Sudbury Developmental Services will provide a fee for service for these supports. The fee for service will be at the hourly rate of the Sudbury Developmental Services staff that attends or provides the support.
- In order to safeguard the confidential nature of the service relationship and this agreement, it is understood that Community Living Espanola and Sudbury Developmental Services will use appropriate security measures to protect all personal information disclosed by the Client of Community Living Espanola. Sudbury Developmental Services will be required to sign a Confidentiality and Release of Information Policy Acknowledgement and is expected to provide the same level of privacy protection during provision of French Language services to Francophone Clients of Community Living Espanola.

Termination:

Community Living Espanola and Sudbury Developmental Services have the right to terminate the Agreement within fifteen (15) days' notice in writing. The notice period can be varied by mutual agreement.

Authorization:



June 21, 2023

Kim Daly
Acting Executive Director
Sudbury Developmental Services

Date



June 21, 2023

Louise Laplante
Executive Director
Community Living Espanola

Date

Renewed – July 21, 2023

Renewed – November 7, 2022

Renewed – October 5, 2021

Renewed – September 2, 2020