

Document Eligibility Criteria

These criteria apply to all eligible Health Service Providers (HSPs)¹ accessing Translation Network services. The following types of documents intended for clients² and the general public are deemed eligible. However, the Translation Network reserves the right to refuse requests for various reasons, including tight deadlines, financial constraints, and inconsistency with the Network's mandate.

Eligible Translation Requests

- AFF** Signage intended for the general public.
- ANN** Job postings and job descriptions for positions where French language skills are listed as a requirement or an asset; interview questions to be asked in French; recruitment material for francophone health care professionals and francophone board members.
- APP** Documents published by a third party which support programs and services offered by an HSP.
Written permission from the third party to use its documents and have them translated must accompany the request. Subject to the approval of the Manager of the Translation Network.
- CAF** Business cards and name tags for employees able to offer services in French; electronic signatures.
- COM** Press releases pertaining to the delivery of and access to public health and/or health care services, of interest to the francophone public.
- COPT** Correspondence to French-speaking clients or members of the general public.
- CPU** Correspondence, comments and feedback from a French-speaking client or member of the general public to an HSP (translation from French to English).
- ENG** Meeting notices, agendas and material distributed at community engagement and information sessions; speeches delivered at these events.
- FON** Fundraising material (correspondence, forms, etc.) for distribution to the general public and to francophone organizations.
- FOR** Forms, surveys, questionnaires, and consents to be filled out and/or signed by clients or members of the general public.

¹ For the purposes of this document, "HSPs" includes all eligible Health Service Providers (HSPs), long-term care homes, public health units (PHUs) and Ontario Health Teams (OHTs) and child and youth mental health Lead Agencies.

² For the purposes of this document, "clients" includes, but is not limited to, clients/patients of a health service provider (HSP); residents of long-term care homes and their family members; schools, teachers, and students; child care centres and educators; members of resident or family councils; and volunteers.

Document Eligibility Criteria

INF	Resources and other public-facing communications (e.g., brochures, fact sheets, educational resources, newsletters, presentations, web and social media content, public alerts) created by an HSP for clients, schools, child care centres and families, or the general public.
MES	Automated messages.
POL	<p>Policies or policy-related procedures directly intended for families or residents of long-term care homes, limited to the following documents and subject to approval by the Translation Network Manager³:</p> <ul style="list-style-type: none">• Zero Tolerance of Abuse and Neglect Policies• Visitors Policies• Complaints Policies• Whistleblowing Policies• Restraint Policies
RAN	Annual reports and strategic plans to be communicated to the general public and/or distributed to the community. A condensed version may be requested by the Manager of the Translation Network.
REU	Minutes of Resident Council and Family Council meetings and their subcommittees or other committees comprised of volunteers and/or patients and clients.
VID	Scripts for videos intended for clients and/or the general public.
VOL	Information, procedures, guidelines, or newsletters for volunteers of an HSP.

³ The Ministry of Long-Term Care will work with the Translation Network to review the eligibility criteria on a regular basis and explore future opportunities to update the guidelines.

Document Eligibility Criteria

The following types of documents are not eligible for free translation services, which is not to say they should not be translated. A list of freelance translators can be provided should the HSP wish to pursue translation at its own cost.

Ineligible Translation Requests

ACA	Administrative correspondence between agencies.
ANA	Job postings and job descriptions for positions where French language skills are NOT a requirement or an asset; job descriptions outside the recruitment process.
AFI	Signs not intended for the general public.
AUT	Documents subject to copyright and/or for which permission to translate was not granted; documents produced by for-profit companies (i.e. NRC Picker).
BUI	Material intended for health care professionals or other agencies, i.e. letters for health care providers or health teams, or newsletters to partners.
COR	Material written in French requiring revision/correction, including translations produced through other translation service providers or generated by artificial intelligence or machine translation. ⁴
COS	Material, including consent forms, for research projects and clinical trials funded through external sources.
CUR	Documents which are not current, i.e. news releases that are not released simultaneously in French and English; dated information to be posted on a website.
DEJ	Documents for which there is an existing translation or a relatively similar French language equivalent that can be adapted to meet the needs of the HSP.
DIV	Documents for which the Ministry of Health (MOH), the Ministry of Long-Term Care (MLTC), Ontario Health (OH), or other ministry/agency/corporation has granted funding for translation or advised the HSP to foresee translation costs.
FIL	Patient files.
FIN	Grant proposals or requests for funding or material produced with funds obtained through a grant.
FTA	Documents to be translated from French into English (except correspondence from a French-speaking client or member of the general public to an HSP).
INT	Internal documents intended primarily for staff, i.e. bylaws, policies, and procedures.

⁴ The Translation Network does update documents originally translated by its team, which have subsequently been revised by the HSP.

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IRS	Documents produced by a research institute.
LON	Very lengthy documents for which translation costs would be excessive.
MEM	Memorandums of understanding between agencies and others (i.e. school boards).
MIN	Documentation requested in French by the MOH, the MLTC or OH (quarterly reports, QIP plans, accessibility plans, statements of expenses, public sector salary disclosures, etc.).
MOH	Documents for programs that are not funded by the MOH, the MLTC or OH (i.e. Ministry of Children, Community, and Social Services funded programs) or who are funded through other sources (Trillium, United Way, etc.).
NET	Documents produced by a network or group of agencies where the lead agency is not an HSP. <i>To be reviewed on a case-by-case basis by the Manager of the Translation Network.</i>
NON	Material not consistent with the Translation Network's guidelines to further the delivery of French language health services or improve access to French language health services, i.e. website terms of reference, biographies.
OND	Documents produced by an HSP not eligible to receive the Translation Network's services.
PAT	Requests that do not allow sufficient lead time.
PRO	Documents of a provincial or national scope, i.e. produced by a provincial or national program or organization.
PRV	Minutes of board or committee meetings.
RFP	Documents that an HSP should offer in French in accordance with a contract obtained through a request for proposals.
SCI	Academic papers, commissioned reports on technical questions, technological development updates, technical descriptions of facilities, and literature reviews or biographies of staff members and researchers in specialized areas of research.
VEN	Material for which the translation will subsequently be sold for profit by the HSP or a third party.
WID	Information not widely distributed to the general public or target audience (with the exception of personal correspondence) or to be provided upon request only. This includes internal information or training materials (e.g., board of health staff, municipal councillors).
WWW	Website content that does not meet eligibility criteria.

There may be documents and circumstances other than those listed above. In such cases, Translation Network members will consult the Manager of the Translation Network.