

## Right to Information Act Documents

### Description

A small selection of some of the Right to Information requests (RTI's) that we have filed in order to obtain information about current costs and practices. Documents will be added/rotated from time-to-time in order to provide information to members of the public.

Click on any photo to enlarge

**Heritage Canada funding to French associations and efforts in New Brunswick – TOTAL: \$217,091,480.00**



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# Documents relating to all calls made to SNB/PNB for 2015 and into 2016 showing language option selected. French was selected by less than 7% of all callers (6.91% in 2015, 6.22% so far in 2016)



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June 6, 2019  
Page 2 of 2

I trust that you will find all of the information requested to be correct, but should you have any questions please contact Suzanne LeClair, Operations Manager, TeleServices, 1-800-690-0006.

Sincerely,



Dr. P. LeClair, M.D.  
Director

cc: Suzanne LeClair, Operations Manager, TeleServices

SNB TeleServices - Dalhousie

	2018	2018 (Jan - Apr. 8)
Total Calls Entered	430,121	115,135
English RA	235,207	56,123
French RA	29,746	7,181
No Language Selected	165,168	51,831

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## Documents relating to parents paid to transport students in Oromocto



401, rue Charbonnet, Steeple, Rouville-Rousselle F-0 00  
 Téléphone: 508-9336 1111 • Fax: 508-9336 1111  
 Site Web: www.dsf-sud.qc.ca

RTFP - DSF-S

April 7<sup>th</sup>, 2016

Re: **Right to Information and Protection of Privacy Act**  
**Request for information on Arc-en-Ciel school (Dorchester, NB)**

We have reviewed and processed your Request dated March 9<sup>th</sup>, 2016, and are granting access to the following records:

- How many students do you have attending your school? **300 students**
- How many students do you have attending from communities outside the Town of Dorchester? **113 students**
- Please list the names of communities and number attending from each community area. **See attachment A**
- Please list the names of counties and number of students attending from each county. **We do not have this information**
- How many of these students are conveyed to or from the school by school bus? **See attachment B**
- How many of these students are conveyed to and or from by taxi. **We do not have taxi service.**
  - If so, from what location? – **see answer above**
  - Is it paid for by the school district? – **see answer above**
  - Cost? – **see answer above**
- How many of these students are conveyed to or from the school by other means? **See attachment C**
- Please list and specify what exactly the means of transport is? **Contact with the parents**
- Is it paid for by the school district (answer to part of the last question)? **Yes**
- Cost (answer to part of the last question)? **\$58.87 per day**

Tableau A	
Barton	15
Fredricton	1
French Lake	1
Genery	6
Hampton	5
Stouffville	2
Lakeville Corner	2
Lincoln	17
Lower Cambridge	1
Mill Cove	2
Massena	1
Stambridge	20
Wasson	17
Waterville	5

Total 113

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Tableau 8	
Account transport requis (par transporteur approuvé)	
AAA	6
PMI	3
Marcheours	
AAA	17
PMI	20
Total transports incluses voitures <i>(Total transporteur approuvé)</i>	
AAA	272
PMI	272
Autres transport <i>(transporteur non approuvé, contrat avec les parents)</i>	
AAA	3
PMI	3
Total	
AAA	300
PMI	300

## Documents relating to the payment of taxi's to transport children to the Ecole des Pionniers in Quispamsis

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LDPV/P - DBFS -15-06  
January 27, 2015

Mr Tony Fitzgerald  
142, Pleasant Ave  
Sussex NB E4E 1X7

Re: **Right to Information and Protection of Privacy Act**

Dear Mr Fitzgerald

We have reviewed and processed your Request dated on December 9, 2015, and you will find all requested records that we have. As you will notice, some information is not available regarding the daycare facility which is privately run. Information as to the rental of spaces is included and should you have any questions we will be able to direct you to the appropriate person.

Please do not hesitate to contact me at 506-856-3333 or 1-888-268-0088 if you have any other questions.

Sincerely,



David Despins  
Director of Human Resources and Access to Information Coordinator

Request the following information on the new French School (Ecole Des Pionniers)  
Quispamis NB and the daycare facilities provided.  
Tony Fitzgerald - 9 December 2015 - Questions

How many students do you have attending from:

Quispamis - 150	Bellevue - 74
Hazleton - 1	Upper Golden Cove - 3
Norton - 5	Windsor - 2
Aplahouci - 0	Kingsdon - 1
Barnesville - 0	Wickham - 1
Charville - 0	
Stanes/Stanes Corner - 0	
Saint John - 0	
Grand Bay - 0	

In addition, could you please advise of any students attending from any of these counties and also provide their local location.  
(eg: 2 from Charlotte Co. 1 from Bay Ann. 1, Lepreau)  
Kings County.  
Saint John County.  
Queens County.  
Charlotte County.  
Sudbury County.  
York County.  
Albert County.

*we cannot provide that information as we do not track our students attending our schools by counties.*

How many of these students are conveyed to and or from this school by school bus? 150

How many of these students are conveyed to and or from this school by taxi? 3

If so from what location? 2 - Norton 1 - Wickham

Is it paid for by the school district? Yes

Cost? \$500 monthly

How many of these students are conveyed to and or from this school by other means? --

Please list and specify what exactly the means of transport is? --

If so from what location? --

Is it paid for by the school district? --

Cost? --

Calcul du coût de location de la garderie de Quispamis

Garderie: 1144 m.ca.	153 enfants	
École: 5616 m.ca.	342 étudiants	

  

Concrèterie	ARC (en escappe)	
Ordures	\$0.05 par pied x 151	1 514,70\$
Améliorations immobilières	18,9M/1,100,487 m.ca X1144 m.ca	11 376,87\$
Chauffage et électricité	\$20 X 1144	22 880,00\$
Entretien de la neige	Moyenne d'école comparable	8 602,07\$
Taxes	\$222,682.10 X (1144/6796)	17 684,69\$
Égout	\$800.00 x (153/485)	160,00\$

  

Coût du loyer annuel	82 548,13\$	4 890,00\$ /mois
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Le coût augmentera ensuite basé sur l'augmentation du coût de la vie.

## Documents relating to the Cafe de Paris (Francophone Cafe) at Dr. Everett Chalmers Hospital in Fredericton



February 1, 2018

Mr. Tony Fitzgerald  
142 Pleasant Avenue  
Sussex, New Brunswick  
E4E 1K7

Dear Mr. Fitzgerald:

Re: Request for information under the Right to Information and Protection of Privacy Act (the Act).

- I would like to have the following information on the Paris Café now operating within the Dr. Everett Chalmers Hospital, Fredericton.
- Please see document attached: Right to Information Attachment: Questions re: French Café at the Dr. Everett Chalmers Hospital, Fredericton, NB. (attached)

In response to your Right to Information Request as noted above, please find below Horizon Health Network's (Horizon's) response to your questions.

**1. Why is there a French Café located within the hospital?**

The Café de Paris is not so much a location as it is a project. An area was designated for this project at the Dr. Everett Chalmers Regional Hospital in order to make the project visible to staff and, especially, to make it easily accessible to all staff within the facility.

The "Café" does not sell any products. An educator/tutor is on-site to promote the active offer of services in both official languages. Horizon has an obligation to inform the public upon first point of contact that services are available in both official languages. This does not require all staff to be bilingual. However, all staff must be able to greet patients and the public in both languages and properly transfer the patient to a bilingual colleague when necessary. To make staff comfortable greeting the patients in both languages, the Café de Paris was set up to provide staff with language/mentoring services to assist them. This service is available to staff on a voluntary basis. Staff may also ask for extra help in improving their second language skills to attain the proficiency level required to apply for bilingual positions. The cafeteria location allows the training to occur in a relaxed environment, rather than a "classroom" type of setting.

Corporate Office / Bureau de la direction  
100, rue Pleasant Street, Moncton, NB E7Y 1Y3 Canada T4L 6K6 • Fax/Télé: (506) 853-8933  
www.horizonnb.ca

Tony Fitzgerald  
February 1, 2018  
Re: Request for information

Since the language of work within Horizon's facilities is English, all staff members are required to speak English. For this reason, the Café de Paris is mostly attended by Anglophone staff members who wish to improve or acquire some French language skills that they can then use on the job.

**2. Who or what department, organization or entity lobbied for the establishment of this French Café?**

The Café de Paris began as a pilot project at the Saint John Regional Hospital. It was initiated by the Official Languages Department who felt that there was a need to this type of coaching and mentoring service. As staff started to use the service, word spread throughout the network and staff from other facilities began requesting that the same service be made available in their areas.

**3. Did they or do they contribute financially or in other ways to the French Café?**

The Café de Paris initiative is not funded with Horizon's operational budget. A separate source of funding through the Bilingual Fund from the provincial Department of Health was secured to provide this service to staff. Some external community partners have supported our initiative by allowing our staff members to access their programs and services.

**4. What are the purpose, objectives and goals of this establishment?**

As mentioned in the answer to the first question, the project Café de Paris was intended to provide unilingual staff with the language support needed to effectively greet patients in both official languages and properly transfer them to a bilingual staff member when needed. It has also allowed unilingual staff to access training that could potentially create new job opportunities for them.

**5. What is the size of the French Café?**

The Café de Paris is located in a corner of the Dr. Everett Chalmers Regional Hospital. It is 108 square feet.

**6. What is/are the full cost of building/construction and adapting this area of the hospital into the French Café?**

The full cost of building/construction and adapting this area of the hospital into the Café de Paris was \$17,238.11. This total cost includes the cost of construction, electrical, flooring, surveillance camera and furniture. The surveillance camera was installed to monitor the appropriateness of use of the area. A sign was posted in the Café de Paris to inform Horizon staff and the public that the area was under surveillance.

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Tony Fitzgerald  
February 1, 2016  
Re: Request for information

**7. What contractors/builders/businesses etc. were used to construct and build the Café?**

- Construction: Mawrick Construction Ltd
- Electrical: Modern Electric Ltd
- Flooring: Tommy's Flooring
- Surveillance camera: Quality Sound Alarm
- Furniture: Covey Basics

**8. Were any rooms or areas (either used or unused) closed in order to build/construct the Café? If so, specify, type, etc.**

The Café de Paris was created in the corner of the cafeteria of the Dr. Everett Chalmers Regional Hospital. Some minor modifications were required to create an environment where staff could easily hear the conversations going on during mentoring and coaching and to be able to accommodate some small groups. When the area is not used for its intended purpose, all staff members and members of the public are welcome to use the comfortable and quieter area.

**9. What was the area where this French café is now located, used for prior to the café construction?**

Please see response to previous question.

**10. What is the average size of a regular type hospital patient room?**

A typical private room would measure 240 square feet and a semi-private room would measure 288 square feet.

**11. Who runs the café: hospital/government employees or contract employees?**

The educator at the Café de Paris is employed by Horizon, but their salary is paid by the Department of Health Rattrapage Fund. No funding for the Café de Paris comes from Horizon's operational budget.

**12. If hospital/government employees, how many and the cost?**

The Café de Paris project employs one educator at the Dr. Everett Chalmers Regional Hospital. It is currently a part-time casual position (30 hours per week). The salary is in the range of \$25,500 to \$40,996. This salary is paid by the Department of Health out of the Rattrapage Fund.

Tony Fitzgerald  
February 1, 2016  
Re: Request for information

**13. If contract, who has the contract, how many contract personnel, what is the cost paid to the contractor or the contract?**

The sole educator for the Dr. Everett Chalmers Regional Hospital is paid by the Rattrapage Fund, but is considered a Horizon employee, working in a casual position at 30 hours per week.

**14. Are there any other costs or expenditures paid to operate this establishment (extrae paid to the contractor(s) for additional services, cleaning services, magazine/newspaper subscriptions, TV subscriptions, etc.)? If so, what and how much?**

There are no additional costs related to maintaining and cleaning the area as it was previously an area used by staff and is still being used by staff in a similar manner. Therefore, there are no additional costs related to those services.

There were a few subscriptions to newspapers and magazines to provide staff with reading material in their second language to practice and use as teaching material. The renewal of each subscription is currently under review to establish which are being used consistently. There are no television costs associated to this project.

**15. What is exactly contained/used in the Café (chairs, sofas, TVs, bookcases, Books, etc.)? What was the cost of stocking the café with the above notes?**

Furniture: \$5,577.76  
Books, magazines, printed material (posters, table tops, notes, etc.): approx. \$1,813.73

**16. What is the annual operating cost or projected annual cost for this French café for 2014, 2015 and 2016?**

The Café de Paris at the Dr. Everett Chalmers Regional Hospital was established in the summer of 2014. The budget for the year 2014-2015 was \$40,200.00, which has been respected. The proposed budget for the 2015-2016 fiscal year is \$48,377.80. The expenditures are on target for this fiscal year.

**17. What is the policy for operating this café (i.e. is it only operated in French; is it only open to Francophones; can it be used by Anglophones, can English be spoken, etc. Who can use it, etc.)?**

The Café de Paris is not so much a location as it is a project. An area was designated for the project at the Dr. Everett Chalmers Regional Hospital in order to make the project visible to staff and, especially, to make it easily accessible to all staff within the facility.



Tony Fitzgerald  
February 1, 2016  
Re: Request for information

The "Café" does not sell any products. An educator/tutor is on-site to promote the active offer of services in both official languages. Horizon has an obligation to inform the public upon first point of contact that services are available in both official languages. This does not require all staff to be bilingual. However, all staff must be able to greet patients and the public in both languages and properly transfer the patient to a bilingual colleague when necessary.

To make staff comfortable greeting the patients in both languages, the Café de Paris was set up to provide staff with tutoring/mentoring services to assist them. This service is available to staff on a voluntary basis. Staff may also ask for extra help in improving their second language skills to attain the proficiency level required to apply for bilingual positions.

Since the language of work within Horizon's facilities is English, all staff members are required to speak English. For this reason, the Café de Paris is mostly attended by Anglophone staff members who wish to improve or acquire some French language skills that they can then use on the job.

**18. What are the operating hours of the French Café?**

The official hours are as follows:

Monday	1 p.m. - 4 p.m.
Tuesday	11 a.m. - 2 p.m.
Wednesday	11 a.m. - 4 p.m.
Thursday	9 a.m. - 5 p.m.
Friday	9 a.m. - 12 p.m.

This total 25 hours per week. The educator is permitted to schedule an additional five hours per week. These are kept flexible to accommodate staff needs.

**19. Do you operate any other café(s) or similar type establishment(s) in the hospital? If so, is it or are they bilingual or English only?**

No other area in the hospital has been modified to accommodate such an activity or project. However, if an employee cannot leave their station to attend the Café de Paris, the educator can go to them to provide the required training. This can include requests for group sessions to practice and improve language skills.

**20. Is there an English only café or similar type establishment operated in the hospital, if so, why not?**

This is the only initiative of its kind at the Dr. Everett Chalmers Regional Hospital. All employees hired within the network must have a certain proficiency in English, since Horizon's language of work is English. For this reason, there is no need for additional training in English for staff.

Tony Fitzgerald  
February 1, 2016  
Re: Request for information

We hope that we have responded to your questions to your satisfaction. You may contact Carol Austen, Horizon Health Network's Acting Right to Information and Protection of Privacy Coordinator if you have any questions regarding the information or the response provided at 1-506-870-2959.

As per the Right to Information and Protection of Privacy Act, if you are not satisfied with this response, you may file a complaint with the Access to Information and Privacy Commissioner as per section 67(1) (a) (i) within 60 days of receiving this response, or refer the matter to a judge of the Court of Queen's Bench as per section 68(1) (a) within 30 days of receiving this response. For your convenience, please find enclosed copies of the relevant forms.

I hope that this information is helpful and meets your needs.

Sincerely yours,



Margaret Melanson  
Vice President, Quality and Patient Centred Care

MMAs

Attachments

cc: Carol Austen, Acting Right to Information Coordinator

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Date Created  
2016-06-16