

FRENCH LANGUAGE SERVICES			
Policy #: 2-02	Section: #2 BOARD OF DIRECTORS	Effective: Sept. 20, 2010	Revised: January 2013

POLICY STATEMENT:

In accordance with the contractual agreement with the Ministry of Community and Social Services for Non-Designated Transfer Agencies providing services in French in Areas Designated under the French Language Services Act, Community Living Espanola will provide the necessary French Language Services to the community, staff and supported persons to the extent possible and within the resources made available.

PROCEDURES:

Community Living Espanola’s Board of Directors in conjunction with the Executive Director will administer this policy.

The Board of Directors of Community Living Espanola will make every effort to have appropriate representation of the French-speaking community on the Board of Directors.

A French Language Services Advisory Committee will oversee the development and implementation of the French language services plan for the provision of French Language Services and will consist of:

- One (1) Board member; must be bilingual
- Executive Director
- Manager, Human Resources
- Executive Assistant
- French speaking staff member(s) to a maximum of two staff

The Executive Director will report annually on the progress of the plan for the provision of French Language services.

To ensure the continuation of French Language services, steps for recruitment and hiring of French-speaking personnel at all levels including management, will be incorporated into policies.

The working language of Community Living Espanola for purposes of client documentation, report writing, business records and formal staff communications, will remain English.

Communication

The main answering service greeting for Community Living Espanola shall be recorded in French and English

Correspondence shall be answered in the official language in which it is received.

Written communication received in French by an individual who has no knowledge of the French language and who is unable to respond in French, shall request interpretation through the Human Resource department or a French-speaking employee within the organization.

Once an interpretation has been obtained, a response is drafted in English by the individual or designate that initially received the communication.

On-line translation services will be utilized for quick immediate translations. Should there be a need for professional translation services an appropriate service will be contacted.

Translations at public consultations will be made available if deemed to be required.

Advertising

When appropriate, paid print advertising such as Notice of Tenders, positions, program ads and campaigns shall appear simultaneously in the English and French language print media.

Advertising for positions requiring French Language skills will be done in both official languages. If required, media advertising will be done in local and national French and English newspapers.

All advertising, whether internal or external, will state whether bilingualism is mandatory or an asset.

Forms

Community Living Espanola letterhead, fax and memorandum forms will have both English and French headings.

Forms, documents and questionnaires intended for use by the public shall be available in both French and English when required.

Recruitment

When required, recruitment for a designated bilingual position will be done through the English and French media. Selection interviews will be conducted in both languages, when required, to evaluate the proficiency of bilingual candidates.

In accordance with the provisions of the Ontario Human Rights Code, there shall be no discrimination against any employee for reason of race, creed, colour, age, sex, marital status, nationality, ancestry, or place of origin. Community Living Espanola actively applies the principle of equal employment opportunity.

Evaluations for french speaking proficiency shall be oral only. If written assessment is required, an appropriate service may be used.

Signage

All signs, regardless as to whether or not they are affixed to the building, shall be approved by the French Language Services Advisory Committee including size, construction and wording.

All signs shall eventually be in a bilingual or universal format

All sign requests that have received the required approvals shall be translated by a qualified translator.

Staffing

In order to ensure reasonable access to French Language Services, Community Living Espanola shall identify positions within departments for the provision of French Language services.

A **designated position** is one that must be filled by an individual who meets the required French language proficiency level. The level of proficiency depends on the requirements of the position itself.

A **proposed designated position** is identified for eventual designation but the incumbent does not meet the proficiency requirements. This position will become designated only when either the incumbent achieves the required level of proficiency or when the position becomes vacant, at which time every effort will be made to fill it with the candidate who has the required level of proficiency in French.

The incumbent in a proposed designated position may achieve the language level required through French language training if he/she chooses. However, when a proposed designated position becomes vacant, CLE will endeavour to select a candidate who meets the language requirements. Every effort will be made to hire bilingual candidates for proposed designated positions. Where no suitable French-speaking candidate can be found, the candidate selected will be encouraged to commence French language training courses.

CLE will make every effort to retain an adequate number of French-speaking employees for those areas which have been designated to provide services in French.

CLE will ensure information on French Language Services is included in the employee orientation package

Supported Individuals

CLE will make every effort to see that supported individuals have access to their files in the language of their choice. This will be reflected in the individual's Intake and Person Centered Planning packages.

Complaint Process

All complaints/issues pertaining to the delivery of French Language Services will be dealt with as per CLE's Complaints and Feedback Policy #3-20. If the complaint cannot be resolved internally, complainants will be directed to the French Language Services Commissioner at:

Office of the French Language Services Commissioner
700 Bay Street, Suite 2401
Toronto ON M7A 2H8
Phone: 1 866 246.5262 Fax: 416 314.8331

Website: www.flsc.gov.on.ca Email: flsc-csf@ontario.ca

A copy of this policy will be provided to individuals, families and the general public upon request.