

COCHRANE TEMISKAMING RESOURCE CENTRE
POLICY MANUAL: GENERAL OPERATIONS **POLICY # 28**

TITLE: French Language Services Policy	PAGE: 1 of 3
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POLICY STATEMENT

The Cochrane Temiskaming Resource Centre is committed to delivering French Language Services to individuals and families that identify as Franco-Ontarian, Franco-Canadian Quebequois or otherwise identify French as a preferred language of services (i.e., immigrants from francophone nations, exogamous families).

The Cochrane Temiskaming Resource Centre provides services over 2 areas designated under the French Language Services Act (1986) that guarantees an individual the right to receive services in French from the Government of Ontario ministries or agencies. Service language rights are further governed by the Ontario Child and Family Services Act, Educational Act and Courts of Justice Act and the Canadian Official Languages Act and the Canadian Charter of Rights and Freedoms.

The Cochrane Temiskaming Resource Centre is a non-designated agency but must meet FLS requirements under a French Language Services Plan

In order to meet the aforementioned plan, CTRC has developed a French Language Service policy that will capture current practice in the area of French Language services for all departments providing services to the public.

PROCEDURE

The provision of FLS is to be linked to the needs of Francophone's in the designated French Language Service areas. General Canada Census data will be used to characterise the number and composition of the Francophone communities in the districts of Cochrane and Temiskaming and to maintain and plan FLS.

The Management Team will name a French Language Services management lead that will report annually on FLS at CTRC based on the requirement of the French Languages Services Plan.

Access to FLS

Access to French Language services at CTRC will be based on the principle of the active offer. Active offer is a principle under the French Language Services Act, which places the onus, for making aware and offering French language services, on the service provider.

In this respect CTRC will ensure that signage, indicating that French Language Services are available, is posted clearly at all service points.

The receptionist at our head office site will greet individuals and answer the telephone both in English and French. A sign welcoming individuals to speak French will also be displayed.

Satellite office sites will be encouraged to welcome individuals in both French and English. However, these service points are staff offices and no staffed reception areas exist. Individuals coming to the satellite office typically are meeting their service provider/worker and would be welcomed, by the individual worker, in their language of choice as earlier identified in the referral process. In the event that a French speaking person is needed regarding general service inquiries, bilingual staff will assist and/or facilitate a telephone call to CTRC head office to speak to a bilingual receptionist and/or worker able to assist with the inquiry.

CTRC Service requests and referrals will offer French Language Services and will identify the preferred language of service. This will be recorded at the weekly Professional Resource Team meeting and an annual summary captured in the FLS report to the CTRC Board.

Each service department currently provides their services in both French and English across the districts of Cochrane and Temiskaming. They will endeavour to maintain these services and may be called to justify, within the annual FLS report, any disruption and/or absence of French Language services in their respective departments. In the event of FLS disruption and/or absence an interim plan to meet FLS requirements may be developed, monitored and reported in the annual FLS plan to ensure that FLS are provided as per our French Language Services Plan.

Quality of Services

The required French Language proficiency of an individual worker is dependent on the position and the nature of FLS to be offered (e.g., greeting at reception, supporting individuals with service navigation and advocacy, or completing an assessment and writing a report).

Recruitment of staff and professionals (Speech and Language Pathologist, Psychometrist) to deliver French language services has focused on recruitment from the francophone community, bilingual and French language university/college graduates and agency French language competency measures (e.g., Q & A, conversation, redaction of a text, etc) to provide a range of FLS services.

Staff, providing French Language services, have access to French Language assessment tools, resources and technologies, when available (i.e., supplier) and culturally appropriate (e.g., French Canadian norms vs. European/Quebecois norms), to carry out their services in French.

We also seek feedback on our French Language services, via our Service Satisfaction Surveys (available in French) offered to individuals using the service and make any adjustments to the quality of the service based on this feedback.

Communication with stakeholder

When seeking input and feedback from service users (mail out, community forum, etc), French language options are to be available and provided.

Complaint Resolution

Complaint resolution, in this context, refers uniquely to complaints on the matter of French Language Services.

The General Operations Policy entitled “Plaintes relatives aux services de CRCT en français” will be the guiding complaints mechanism. Please refer to this policy for further information.

The French Language Service Complaints Policy (Plaintes relatives aux services de CRCT en français) is to be posted and its existence shared with individuals seeking/requesting French Language services as identified at intake with an Adult protection/Community Support Worker.

French Language Services Annual Report

The French Language Services lead will compile an annual report on the status of French Language Services at CTRC.