



	REPORT NO.: 2018-27
MEETING DATE: APRIL 19, 2018	DATE PREPARED: MARCH 26, 2018
SUBJECT: FRENCH LANGUAGE SERVICES PLAN UPDATE 2018	

RECOMMENDATION

THAT with respect to Report No. 2018-27 (Client Services Division), we, The District of Thunder Bay Social Services Administration Board, approve the updated French Language Services (FLS) Compliance Report for 2018/2019, as presented;

AND THAT the Board directs the Chief Administrative Officer to submit the approved French Language Services (FLS) Compliance Report for 2018/2019 to the Ministry of Community and Social Services.

REPORT SUMMARY

To provide The District of Thunder Bay Social Services Administration Board (TBDSSAB or the Board) with an overview of the French Language Services Plan and the progress made with regard to compliance, as required by the *French Language Services Act (FLSA)*

BACKGROUND

The Ministry of Community and Social Services (MCSS) requires an annual update to the level of French Language Services (FLS) provided by the TBDSSAB.

An annual template has been provided by MCSS as an update on advances made to FLS in the District.

The template is based on Service Clauses identified by MCSS, and as outlined below:

<p><u>Referral Clause</u></p>	<p>The Referral Clause should be used with agencies with no current FLS capacity and where another service provider with FLS capacity has agreed to provide the service. All agencies with a referral clause must sign a formal referral agreement with partner agencies for the provision of FLS. All agencies with a Referral Clause are accountable for ensuring that clients know where they can access services in French.</p>
<p><u>Service Clause 1</u></p>	<p>Service Clause 1 should be used by agencies that have limited FLS capacity and are still at the planning stage. In this service clause, the agency accepts the responsibility for the provision of FLS and commits to increase its FLS capacity.</p>
<p><u>Service Clause 2</u></p>	<p>Service Clause 2 should be used by agencies that have demonstrated FLS capacity to deliver services in French, and who continue to maintain quality FLS year after year. Please Note: Under Regulation 284/11, all new services being delivered by third parties on behalf of the ministries must include the delivery of services in French <u>from the start</u>, and <u>Service Clause 2 is recommended at a minimum</u>.</p>
<p><u>Service Clause 3</u></p>	<p>Service Clause 3 should be used with agencies that have strong FLS capacity to deliver services in French. The ministry will support interested agencies in seeking designation under the FLSA.</p>

Service Managers submit the Board approved template to MCSS for their review and approval of the Service Clause for which the TBDSSAB qualifies.

COMMENTS

During the past two years, TBDSSAB had met Service Clause 2. With the ongoing work of the TBDSSAB, led by the [internal] FLS Table, the Board has now met Service Clause 3, which shows improvements and expansion of the FLS capacity.

Improvements to services available in French that moved the TBDSSAB to Service Clause 3 include:

- expansion to the number of forms and correspondence available in French;
- TBDSSAB letter head available in French;
- Expanded French web site;
- FLS discussed at Ontario Works program management meetings;
- Updated Terms of Reference to FLS Table.

The updated French Language Services (FLS) Compliance Report for 2018/2019 is provided in Attachment 1.

FINANCIAL IMPLICATIONS



Each TBDSSAB Program/ Department has included amounts within their respective operating budgets to fund required translations of materials, as required.

CONCLUSION

It is concluded that updates to the French Language Services (FLS) Compliance Report for 2018/2019, as attached to this report, are recommended for approval.

REFERENCE MATERIALS ATTACHED

Attachment 1 [French Language Service \(FLS\) Compliance Report 2018/2019](#)

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French Language Services (FLS) Compliance Report for 2018/2019
Service Clause 3

Instructions:

Please complete this report when the service(s) offered by your agency is at Service Clause 3.

ORGANIZATION NAME: The District of Thunder Bay Social Services Administration Board

SERVICE(S) DELIVERED:

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Active Offer	Are calls answered in both English and French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communication clerk is a designated position	
	Is interior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Offer of FLS visible at all intake areas	
	Is exterior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The main sign on the exterior of the main office is in English only	All other signage on or visible from outside of the building are in both English and French
	Is a recorded message available in English and French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Business hours, after hours and holiday messages are in French and English	
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	When the bilingual Communication Clerk is on breaks or away key sentences are used to transfer French calls	
	Are over the counter services available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Patrons are greeted with "Hello" "Bonjour"	
	Are professional translators used to ensure the quality of translations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In house staff who are designated and qualified. Professional translators are used to translate written material as necessary	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In house staff are designated and qualified	
	Are <u>all</u> materials intended for public distribution available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Most accessed forms are immediately available	
	Is French correspondence (letters and e-mails) answered in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In house staff are designated and qualified	
	Is letterhead available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is <u>all</u> of your website available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Web site informs French speaking individuals of materials available in French upon request	
	Are clients aware of available services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All locations identify French services through signage	
	Is a formal mechanism in place to identify French-speaking clients at intake?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All locations identify French services through signage	
	Is client feedback on FLS obtained?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feedback form on the web site reviewed by the internal FLS working group	
	Is intake conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated positions conduct Intake in French	
	Is assessment conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated positions conduct assessment in French	
	Are services provided at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated staff are Intermediate-Plus or Advanced proficiency; the TBDSSAB highest level is advanced	
	Are resources and tools developed and/or adapted to meet the needs of Francophones?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Most requested tools and forms have been translated	
	Are over the counter services available in French at <u>all times</u> ?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated Intake staff	
	Do you have an adequate number of positions responsible for the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communications Clerk, Intake worker, Property Management Clerk, District Caseworker have designated positions.	
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated staff are Intermediate-Plus or Advanced proficiency; the TBDSSAB highest level is advanced	

Accountability Mechanisms and Management Practices	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Complaint resolution is built into the TBDSSAB FLS plan	
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated staff receive training and yearly updates on their role	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Proposed as part of the Board Orientation package
	Is FLS included in performance appraisals of staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated staff are acknowledged on the performance appraisal	
	Is FLS included in performance appraisals of management?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Designated staff are acknowledged on the performance appraisal	
	Is FLS included in CEO/ED performance appraisal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CAO has the responsibility for all operational aspects of the TBDSSAB	
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Professional translation services are used for all written translations, yearly training is completed for designated staff to ensure qualify	
	Are the most appropriate positions identified as requiring bilingual staff to ensure <u>quality</u> and <u>permanency</u> of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All divisions have designated staff	
	Is FLS a standing item in management and team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Standing agenda item on OW program and management meetings	
	Is the annual FLS plan reviewed and approved by the Board of Directors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The plan is reviewed and approved by the Board annually	
	Is FLS a standing item in management or team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Standing agenda item on OW program and management meetings	
	Has a FLS Committee with a specific mandate been established?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TBDSSAB FLS Table has a terms of reference	
	Are policies and procedures implemented to ensure the ongoing provision and availability of services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Governed by the TBDSSAB FLS Table	
	Are performance indicators established on the delivery of services to Francophones?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feedback requested from services provided in French	
	Is FLS a performance measure that is regularly reviewed by the Board of Directors?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		This is reviewed by the TBDSSAB FLS Table
	Does your vision, mission and values include a statement on FLS?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		No statement specific to FLS
	Do by-laws and regulations include a statement on the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ontario Works falls under FLS Regulation	
Do by-laws and regulations state the number of members required on the Board of Directors to represent the French-speaking community? (representation)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
Actively Promote Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TBDSSAB offers FLS on site and whenever possible, refer to other agencies who offer FLS for a francophone client who choose to be serviced in French, for example require addiction treatment, match and refer to French service	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French materials are available upon request	
	Are separate French consultations organized when applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If/when requested	
	Is feedback from Francophone community/stakeholders obtained, analysed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TBDSSAB participates in Francophone committees	

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Program Supervisor(s) Comments