

## DOCUMENT 2 - FRENCH LANGUAGE SERVICES ADVISORY COMMITTEE 2024-2026 WORK PLAN (EN)

The mandate of the French Language Services Advisory Committee (FLSAC) is to advise Ottawa City Council on issues that impact the implementation of the Bilingualism Policy and its application to the City's services, programs, policies and initiatives. The FLSAC is available as a resource to staff, providing input on matters being pursued to achieve Council's strategic priorities. Above all, the FLSAC is responsible for ensuring that its business aligns with, and serves to complement, City Council's strategic priorities.

### Goal 1: Support an approach that enhances municipal programs available to residents.

**Corresponding Term of Council Priority:** A city that has affordable housing and is more liveable for all.

Table 1 – Details relating to the activities in support of Goal 1

| Activity   | Description  | Responsibility   | Timeline  |
|------------|--|--|-----------|
| Activity 1 | Advise the Recreation, Cultural and Facility Services Department about Francophone participation in recreation and cultural programs and French programming offered by the City of Ottawa.                   | <ul style="list-style-type: none"> <li>Initial presentation: Recreation, Cultural and Facility Services Department</li> <li>Observations / Recommendations: FLSAC</li> </ul> | 2024-2025 |
| Activity 2 | Advise the Community and Social Services Department regarding services offered by Children's Services in French in Ottawa's west end and in non-bilingual neighbourhoods.                                    | <ul style="list-style-type: none"> <li>Initial presentation: Community and Social Services Department</li> <li>Observations / Recommendations: FLSAC</li> </ul>              | 2024-2025 |
| Activity 3 | Advise the Community and Social Services Department regarding French-language programs and services for all residents, including but not limited to older adults, immigrants, and persons with disabilities. | <ul style="list-style-type: none"> <li>Initial presentation: Community and Social Services Department</li> <li>Observations / Recommendations: FLSAC</li> </ul>              | 2024-2025 |

### Goal 2: Continue to raise staff awareness of the importance of providing an active offer of bilingual

## services.

**Corresponding Term of Council Priorities:** A city that has affordable housing and is more liveable for all.

Table 2 – Details relating to the activities in support of Goal 2

| Activity   | Description   | Responsibility   | Timeline  |
|------------|---|--|-----------|
| Activity 1 | Advise the Transit Services Department regarding professional training and development materials as they relate to the Bilingualism Policy and the requirement to provide an active offer of bilingual services.  | <ul style="list-style-type: none"> <li>Initial presentation: Transit Services Department</li> <li>Observations / Recommendations: FLSAC</li> </ul>                           | 2024-2025 |
| Activity 2 | Advise the Recreation, Cultural and Facility Services Department regarding French-language services provided to residents and training provided to new hires as it relates to the Bilingualism Policy and the requirement to provide an active offer of bilingual services. | <ul style="list-style-type: none"> <li>Initial presentation: Recreation, Cultural and Facility Services Department</li> <li>Observations / Recommendations: FLSAC</li> </ul> | 2024-2025 |

## Goal 3: Support economic growth and resiliency in our bilingual City.

**Corresponding Term of Council Priority:** A City with a diversified and prosperous economy.

Table 3 – Details relating to the activities in support of Goal 3

| Activity   | Description   | Responsibility  | Timeline  |
|------------|---|---|-----------|
| Activity 1 | Advise the Strategic Initiatives Department regarding strategies to support economic growth and resiliency in our bilingual City from a French-language services perspective. | <ul style="list-style-type: none"> <li>Initial presentation: Strategic Initiatives Department</li> <li>Observations / Recommendations: FLSAC</li> </ul> | 2025-2026 |

## Goal 4: Support the recruitment and hiring of bilingual City staff.

**Corresponding Term of Council Priority:** A city that has affordable housing and is more liveable for all, A City with a diversified and prosperous economy.

Table 4 – Details relating to the activities in support of Goal 4

| Activity   | Description   | Responsibility   | Timeline  |
|------------|---|--|-----------|
| Activity 1 | Advise Human Resources Services regarding strategies to recruit bilingual staff and for second language training.   | <ul style="list-style-type: none"> <li>• Initial presentation: Human Resources Services</li> <li>• Observations / Recommendations: FLSAC</li> </ul>    | 2025-2026 |
| Activity 2 | Advise the Transit Services Department regarding strategies to recruit French-speaking bus, Para Transpo, and Light Rail Transit Operators at OC Transpo. | <ul style="list-style-type: none"> <li>• Initial presentation: Transit Services Department</li> <li>• Observations / Recommendations: FLSAC</li> </ul> | 2024-2025 |

## Timeline for Goals and activities

Table 5 – The timeline for each activity presented in order of the initial presentation from the department to the FLSAC.

| Work plan item  | Related Department / Service                          | Initial presentation from Department / Service | Recommendation report from the FLSAC in response to the initial presentation |
|---|---|--|--|
| Goal 1, Activity 1: Advise the Recreation, Cultural and Facility Services Department about Francophone participation in recreation and cultural programs and French programming offered by the City of Ottawa.  | Recreation, Cultural and Facility Services Department | May 9, 2024                                    | November 14, 2024  |
| Goal 2, Activity 2: Advise the Recreation, Cultural and Facility Services Department regarding French-language services provided to residents and training provided to new hires as it relates to the Bilingualism Policy and the requirement to provide an active offer of bilingual services. | Recreation, Cultural and Facility Services Department | May 9, 2024                                    | September 12, 2024   |

| <b>Work plan item</b>   | <b>Related Department / Service</b> | <b>Initial presentation from Department / Service</b> | <b>Recommendation report from the FLSAC in response to the initial presentation</b> |
|---|-------------------------------------|---|---|
| <p>Goal 2, Activity 1: Advise the Transit Services Department regarding professional training and development materials as they relate to the Bilingualism Policy and the requirement to provide an active offer of bilingual services.</p> | <p>Transit Services Department</p>  | <p>September 12, 2024</p>                             | <p>February 13, 2025</p>  |
| <p>Goal 4, Activity 2: Advise the Transit Services Department regarding strategies to recruit French-speaking bus, Para Transpo, and Light Rail Transit Operators at OC Transpo.</p>  | <p>Transit Services Department</p>  | <p>September 12, 2024</p>                             | <p>February 13, 2025</p>  |

| <b>Work plan item</b>   | <b>Related Department / Service</b>             | <b>Initial presentation from Department / Service</b> | <b>Recommendation report from the FLSAC in response to the initial presentation</b> |
|---|---|---|---|
| <p>Goal 1, Activity 2: Advise the Community and Social Services Department regarding services offered by Children’s Services in French in Ottawa’s west end and in non-bilingual neighbourhoods.</p>                                    | <p>Community and Social Services Department</p> | <p>November 14, 2024</p>                              | <p>May 8, 2025</p>  |
| <p>Goal 1, Activity 3: Advise the Community and Social Services Department regarding French-language programs and services for all residents, including but not limited to older adults, immigrants, and persons with disabilities.</p> | <p>Community and Social Services Department</p> | <p>November 14, 2024</p>                              | <p>September 11, 2025</p>   |

| <b>Work plan item</b>   | <b>Related Department / Service</b> | <b>Initial presentation from Department / Service</b> | <b>Recommendation report from the FLSAC in response to the initial presentation</b> |
|---|-------------------------------------|---|---|
| Goal 4, Activity 1: Advise Human Resources Services regarding strategies to recruit bilingual staff and for second language training  | Human Resources Services            | September 11, 2025                                    | February 12, 2026   |
| Goal 3, Activity 1: Advise the Strategic Initiatives Department regarding strategies to support economic growth and resiliency in our bilingual City from a French-language services perspective. | Strategic Initiatives Department    | November 13, 2025                                     | May 14, 2026  |