

Document 1 – 2024 Departmental French Language Services Operational Plan Template

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| Department: | |
| Department's General Manager: | |
| Department's Business Support: | |
| Department's French Language Services Champion: | |

| Action area | Goal Bilingualism Policy requirement | Objective | Actions | Key performance indicators | Key challenges Describe any challenges faced in the implementation of the recommended action | Implementation status | Actions taken Provide summary of details | Date of the update | Additional comments |
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| Planning | That the quality and level of services provided in French be equal to those in English. | Ensuring the department can deliver quality municipal services in both official languages through the active offer, bilingual communications or interactions, or simultaneous interpretation as required for the circumstance. | Promote and issue regular reminders to encourage staff to complete the "One City, two languages - the active offer in action for our residents training (active offer training) and to take the course annually as a refresher. Consider seeking advice on promotion strategies from French Language Services. | Reminders to complete the training annually included in the department's communications plan and emails from management to all staff. | | | | | |
| | | | | 25% of all departmental staff complete the training annually. Note: quarterly reports on the department's active offer training intake rates can be requested through the Learning Centre. | | | | | |
| | | | | 100% annual completion rates among frontline bilingual staff and 50% annual completion rate in staff holding designated positions. Note: quarterly reports on the department's active offer training intake rates can be requested through the Learning Centre. | | | | | |

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| | | | | <p>100% completion among new hires. The training is included on the New Employee Checklist for employees to complete during their first month.</p> <p>Note: quarterly reports on the department's active offer training intake rates can be requested through the Learning Centre.</p> | | | | | |
| | | | Ensure the availability of sufficient bilingual staff and signage in counter service areas to indicate that services are available and accessible in both official languages. | Use of the "In-person services and events toolkit" resource found in the FLS toolkit on the French Language Services SharePoint site. For example, use of the "Removable window decals" that can be placed at a service counter as a visual cue that the City provides services in both languages. | | | | | |
| | | | | Review all displayed departmental signage and ensure it is bilingual. Ensure all new signage is quality assured with Translation Services. | | | | | |
| | | | Ensure the availability of sufficient bilingual staff and signage at bilingual City events to indicate that services are available and accessible in both official languages. | <p>Use of the "In-person services and events toolkit" resource found in the FLS toolkit on the French Language Services SharePoint site.</p> <p>For example, use of the printable and customizable name tags for bilingual employees to identify bilingual staff and municipal events.</p> | | | | | |

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| | | | <p>Simultaneous interpretation services are available at public consultations and other important or large-scale corporate events.</p> | <p>100% of public consultations and other important or large-scale corporate events have simultaneous interpretation services.</p> <p>Visit the FLS toolbox on the French Language Services SharePoint site for more information on simultaneous interpretation and RFSO 29122-96146-S0. Seek advice from FLS to determine if your event requires simultaneous interpretation services in accordance with the Bilingualism Policy.</p> <p>Note: If there are separate dedicated English and French events/sessions, simultaneous interpretation services are not required.</p> | | | | | |
| Timeliness | <p>That each work unit at the City representing a separate and specific service to the public and/or employees be able to communicate in both official languages at all times without delay in service.</p> | <p>Ensuring the department's ability to deliver timely municipal services in both official languages in person, by email, and by phone.</p> | <p>Ensure the availability at all times of staff with the language skills required to provide service in both official languages in person, by email, and by phone so residents and staff are served in the official language of their choice.</p> | <p>Bilingual staff member(s) available at all times to provided services in French and are always available to offer bilingual services without delay.</p> <p>Note: "Without delay" in this context means the resident or staff are not turned away or asked to wait an extensive period of time because bilingual services are not available. This does not refer to a resident or staff waiting in line for in person services or in the queue on the phone to receive services.</p> | | | | | |
| | | | <p>Ensure that all social media posts on City of Ottawa accounts are published in both official languages simultaneously and the department has a process in</p> | <p>100% of communications are bilingual. Communications are written by the department and either submitted to Translation Services for translation or submitted to Translation Services to be proofread.</p> | | | | | |

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| | | | place for any posts that occur during emergency situations where both official languages cannot be issued simultaneously. | Where applicable, bilingual social media post templates are created and shared with staff for use during emergency situations that can be quickly reviewed by Translation Services prior to publishing. | | | | | |
| | | | Communicate to staff the process to obtain quality assured translation, proofreading, and interpretation services and ensure staff are aware of the translation timelines. | Reminders included in the department's communications plan and emails from management to all staff. | | | | | |
| | | | | Fewer translation requests are submitted with a "rushed" timeline. Statistics on the department's translation requests can be issued by Translation Services. | | | | | |
| Communications | That all communication materials published by the City of Ottawa or its agencies and intended for both internal and external audiences, be published in both official languages simultaneously. | Internal and external facing communications are published in both official languages simultaneously. | Ensure that all internal-facing written communications from General Managers intended for department-wide distribution, or that are intended for a number of employees are issued in both official languages simultaneously. | 100% of GM issued communications are bilingual. Communications are written by the department and either submitted to Translation Services for translation or submitted to Translation Services to be proofread. | | | | | |
| | | | Directors, Managers, Program Managers and Supervisors issue communications to large groups of employees in both official languages. | 100% of communications issued to a large group of employees (example: a branch, team or service area) are issued in both official languages and are translated or proofread by Translation Services. | | | | | |
| | | | Ensure that all external-facing communications published by the City of Ottawa or its agencies, be published in both | 100% of communications issued externally by the department are bilingual and translated or proofread by Translation Services. | | | | | |

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| | | | official languages simultaneously and the department establishes a process for communications that must be issued during emergency situations where both official languages cannot be issued simultaneously. | 100% of communications issued externally by agencies on behalf of the departments are translated. Note: "Agencies" refers to businesses or organizations that provide a particular service on behalf of the City of Ottawa. An example of an agency of the City of Ottawa is Ottawa Community Housing. | | | | | |
| | | | Ensure that departmental automated replies for both internal and external email and phone services are bilingual. | 100% of the department's generic email addresses, email address signatures, automatic replies, voicemail messages and phone automated messaging are bilingual and have been translated or proofread by Translation Services. | | | | | |
| | | | | 100% of staff have bilingual signature blocks and out of office messages. The FLS toolbox on the French Language Services SharePoint site has templated resources that can be shared with staff. | | | | | |
| | | | | Reminders included in the department's communications plan and in the emails from management to all staff. | | | | | |
| Department specific | That staff have the opportunity to work in the official language of their choice and the public be served in the official language of their choice. | Department to fill in a department-specific objective. | Department to list the actions to be implemented. | Department to list of the key performance indicators. | | | | | |
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