



French Language Services Advisory Committee

Minutes

Meeting #: 4
Date: Thursday, September 12, 2024
Time: 6:30 pm
Location: Electronic Participation

Present: Fatouma Ali-Ismaïl, Marc Beaudry, Mireille Brownhill, Diane Desaulniers, Katherine Dupuis, Danièle Filion, Lina Nada Maach, Neiges Sénéchal

Absent: Warsama Aden, Marc Maisonneuve

1. Notices and meeting information for meeting participants and the public
Members of Committee and Council, City staff, media and the general public may join the meeting with this link:
[Zoom no. 811 8898 5794](#)
Notices and meeting information are attached to the agenda and minutes, including: availability of simultaneous interpretation and accessibility accommodations; personal information disclaimer for correspondents and public speakers; notices regarding minutes; and remote participation details.
Accessible formats and communication supports are available, upon request.
The deadline to register to speak by phone or email, or submit written comments or visual presentations is 4 pm on the day of the meeting.
2. Declarations of Interest
No Declarations of Interest were filed.

3. Confirmation of Minutes

3.1 FLSAC Minutes 3 – Thursday, May 9, 2024

Carried

4. Transit Services Department

4.1 Transit Services Department and French Language Services

Renée Amilcar, General Manager, Transit Services Department (TSD), and Olivia McGuinty, Manager, Business Support Services, TSD, provided a presentation with an overview of French language services, training, and recruitment in the TSD.

The Advisory Committee discussed and asked questions regarding the following topics:

- Would like to see statistics on the number of complaints that were received in terms of services in French comparatively to other complaints received by TSD, as well as on the proportion of employees (drivers, special constables, etc.) that speak French
- Whether TSD is struggling to recruit employees that speak French and what their recruitment efforts currently entail
- Whether training and incentives are offered to improve the language proficiency of current employees
- What goal the department has in mind for the proportion of bilingual staff in TSD
- Recommendation: Opportunity to recruit French-speaking employees in partnership with organizations that cater to newcomers to Canada

The Advisory Committee received the presentation for information.

ACTION:

- Members of the FLSAC will follow up with TSD with further questions and recommendations related to Goal 2, Activity 1 and Goal 4, Activity 2 of the FLSAC 2023-2026 Work Plan.

Recommendation

That the French Language Services Advisory Committee receive the presentation for information and provide feedback as appropriate.

Received

5. Office of the City Clerk

5.1 City of Ottawa Municipal Accessibility Plan Consultations

Sarah Bériault, Accessibility Specialist, Legislative Services, Office of the City Clerk, provided a presentation with an overview of the City of Ottawa Municipal Accessibility Plan.

The Advisory Committee discussed and asked questions regarding the following topics:

- Equitability of accessible services between visible and non-visible disabilities
- Consistency of accessibility standards for infrastructure (websites, sidewalks, etc.)
- Availability of American Sign Language and *Langue des signes Québécoise* at events
- How residents can request accessibility features or services
- Whether there are programs to subsidize costs associated with the employment of people with disabilities and whether work tools are available to employees in French as well as English
- Recommendations:
 - Improvements to wayfinding for pedestrians using new technologies that provide auditory guidance to residents with visual impairments
 - Implementing programs or initiatives to bring awareness around accessibility and disabilities

The Advisory Committee received the presentation for information.

Recommendation

That the French Language Services Advisory Committee receive the presentation for information and provide feedback as appropriate.

Received

6. Working Group Items

6.1 Overview and FLSAC Working Group Recommendations - Recreation, Cultural and Facility Services Department

Member Desaulniers provided a summary of the working group's recommendations to the Recreation, Cultural and Facility Services

Department in response to Goal 1, Activity 1 and Goal 2, Activity 2 of the FLSAC 2023-2026 Work Plan.

The Advisory Committee approved the working group's report as presented.

Recommendation

That the FLSAC Working Group provide an overview of their report and that the French Language Services Advisory Committee approve the working group's report.

Carried

7. Committee Items

7.1 Discussion on interest for in-person meetings

The Chair led a discussion to see if members of the Committee would be interested in holding a future meeting in a hybrid format. There was a consensus from members that a hybrid meeting where a quorum of members can be in person would be beneficial, so long as attendance in person is not mandatory.

The Office of the City Clerk will follow up with next steps.

8. In Camera Items

There were no *in camera* items.

9. Notices of Motions (For Consideration at Subsequent Meeting)

There were no Notices of Motion.

10. Inquiries

There were no Inquiries.

11. Other Business

There was no other business.

12. Adjournment

Next Meeting

November 14, 2024.

The meeting adjourned at 9:01 pm.

Original signed by M. Blais,
Committee Coordinator

Original signed by the Presiding
Officer