

Document 1 – 2025 Departmental French Language Services Operational Plan Template

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	
Planning	Promoting bilingualism and encouraging the use of both official languages at work and in projects	Cultivate a bilingual workplace within the department.	Encourage team meeting discussions on the Bilingualism Policy and its applications within the workplace.	Include quarterly discussions on the Bilingualism Policy during team and departmental meetings, selecting a requirement of the Bilingualism Policy to guide discussions on promoting the use of both official languages and its application to the department's work.						
				Issue a reminder to staff to ensure that all new events or projects being considered are in compliance with the Bilingualism Policy. Seek advice from FLS as required.						
				Promote bilingual work tools available in the FLS toolbox to staff on a quarterly basis.						
			Encourage staff to register for language training and promote the daily use of both official languages in the workplace.	Issue reminders to hiring managers and supervisors to ensure that language training goals are included during check-in conversations and/or as part of Individual Development Plan goals, and that they follow-up on progress achieved.						
				Where practical, hold regular or quarterly bilingual team meetings so staff who are in language training have the opportunity to practice their French.						
				Ensure departmental meetings and/or employee engagement activities are bilingual. Seek advice from FLS as required.						
			Consider whether your project or initiative requires consultation with Francophone community partners.	Ensure that 100 % of relevant projects or initiatives include consultation with Francophone community partners. Refer to the Francophone Outreach list in SharePoint. Seek advice from FLS as required and refer to the City of Ottawa's Communications Policy .						

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			Ensure bilingual provision of goods and services where applicable.	New goods or services purchased for residents or City staff are available in both official languages. Refer to the Language requirements for the purchase of goods or services checklist in the FLS Toolbox.					
Timeliness	Prompt and efficient service delivery is always available in both official languages and of equal quality	Ensure an active offer of the department's municipal services in both official languages to residents and staff.	Inform staff of the best practices of applying Bilingualism Policy principles to ensure timely delivery of bilingual municipal services.	100 % of supervisors of front-line staff have reviewed the Delivering bilingual municipal services to residents and staff guide and are aware of the tools available for staff in the FLS Toolbox .					
				100 % of front-line staff have reviewed the Delivering bilingual municipal services to residents and staff guide.					
				100 % of BSS and BTSS staff have reviewed the Delivering bilingual municipal services to residents and staff guide.					
			Ensure that mandatory training and development programs are available in both official languages. This includes resources such as instructional videos and reference documents.	Review training materials to ensure that all departmental staff have the opportunity to take any job-specific training in the official language of their choice or in a bilingual setting.					
			Ensure the simultaneous delivery of important information from the department during emergency circumstances (i.e. accident, flooding, fire, watermain break, sinkhole, etc.).	Create a bank of pre-written and proofread messages in both official languages that can be used during exceptional circumstances in various platforms, for example: - Social media - Network emails - PSAs, news releases and advisories - Emergency recordings					
				Managers and/or supervisors to identify staff who can review bilingual messages internally in emergency circumstances (i.e. accident, flooding, fire, watermain break, sinkhole, etc.).					
			Ensure staff are aware of translation processes for after-hours requests.						
Communications	Active offer of quality communications in both official languages	Publish the department's internal and external communications	Ensure that all departmental communications related to Council, Standing Committee	100 % of legislative support staff and report writers have reviewed the Bilingualism requirements for Council and Standing Committee meetings and reports guide.					

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		<p>in both official languages simultaneously.</p>	<p>and Sub-Committee meetings comply with the Bilingualism Policy requirements.</p>	<p>Strive to deliver at least one quarter of verbal content in presentations to Council and Standing Committees in French.</p>					
			<p>Ensure that departmental SharePoint sites and departmental ottawa.ca content are reviewed to ensure 100 % of content is available in both official languages and that all new content is posted in both languages simultaneously.</p>	<p>Review departmental SharePoint sites to ensure that they are current and available in both official languages.</p>					
				<p>Review all links to content on departmental SharePoint sites and on ottawa.ca to ensure they seamlessly toggle content from one official language to the other and ensure all links are fully functional.</p>					
				<p>Ensure that all policies and procedures are published at the same time in both official languages on departmental SharePoint sites.</p>					
				<p>Review departmental ottawa.ca content to ensure simultaneous availability of content in English and French. Consult Translation Services as required for a quality control of home pages.</p>					
<p>Department specific</p>	<p>Departmental French language initiatives and outreach efforts</p>	<p>City-wide service delivery in both official languages to be included in the 2025 Report on French Language Services</p>		<p>Create new and innovative initiatives enhancing services provided in French to City staff and residents in 2025.</p>	<p>Department to list of the key performance indicators.</p>				
				<p>Department to list of the key performance indicators.</p>					
				<p>Department to list of the key performance indicators.</p>					
			<p>Carry out bilingual public awareness, outreach and collaboration initiatives in 2025.</p>	<p>Department to list of the key performance indicators.</p>					
				<p>Department to list of the key performance indicators.</p>					
				<p>Department to list of the key performance indicators.</p>					
			<p>Provide an overview of bilingual services offered by the department.</p>	<p>Department to list of the key performance indicators.</p>					
				<p>Department to list of the key performance indicators.</p>					
				<p>Department to list of the key performance indicators.</p>					
			<p>Provide 2025 bilingual service delivery by the numbers.</p>	<p>Department to list of the key performance indicators.</p>					
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