

Rapport de mi-mandat 2023-2026

**du Comité consultatif sur les services en français
(CCSF)**

Le 8 mai 2025

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Mid-Term Report 2023-2026

French Language Services Advisory Committee (FLSAC)

May 8, 2025

BACKGROUND

Early in its mandate, the French Language Services Advisory Committee (FLSAC) developed a three-year work plan. The plan guides the FLSAC's efforts to fulfill its mandate of making recommendations to Ottawa City Council about issues that impact the implementation of the Bilingualism Policy and the latter's application to all City policies, services, programs and initiatives. Of course, the Committee must ensure that its activities align with and complement City Council's strategic priorities.

With this mandate in mind, the members of the FLSAC selected the following goals as part of their 2023-2026 work plan:

1. Support an approach that enhances municipal programs available to residents;
2. Continue to raise staff awareness of the importance of providing an active offer of bilingual services;
3. Support economic growth and resiliency in our bilingual City; and,
4. Support the recruitment and hiring of bilingual City staff.

In 2024, the French Language Services Advisory Committee, with the support of the French Language Services Division, extended invitations to the Departments listed in the attached Document 1 (Work Plan with Progress Update for 2025).

Furthermore, the FLSAC's mandate includes being available as a resource to staff to provide input on matters being pursued to achieve Council's strategic priorities.

Accordingly, the FLSAC accepted an invitation in their 2023-2026 term from the Departments listed in Document 2 (Summary of Staff Consultations for 2023-2025).

At these meetings, the FLSAC received presentations from City staff, asked follow-up questions, and provided feedback to staff, including written recommendations to staff in some cases. This was done either by adopting, at a later FLSAC meeting, a formal report drafted by a member or a working group responsible for the given matter, or a written summary of Member comments, compiled by the FLSAC Chair or a member of FLSAC as assigned by the Chair.

DISCUSSION

A summary of the FLSAC's progress on its 2023-2026 work plan is attached to this report as Document 1.

A summary of staff consultations with the FLSAC over their 2023-2026 term is included in Document 2.

Additionally, the FSLAC submitted comments on the draft budgets for the 2023 and 2024 fiscal years, in each instance, providing written comments to the Finance and Corporate Services Committee.

The FLSAC Membership was also represented at the following events:

- Franco-Ontarian Day 2023 and 2024 at the City of Ottawa
- The Mayor's Francophone RendezVous on March 21, 2024

In summary, the FLSAC submitted the following documentation:

- 3 submissions to the Finance and Corporate Services Committee, including this report
- 1 submission to City staff, with 2 submissions still in progress
- 2 events attended by FLSAC Members

Document 1 – Work Plan with Progress Update for 2025

The following activities were undertaken by the FLSAC during the 2023-2026 Term, as part of its Council-approved work plan goals.

FRENCH LANGUAGE SERVICES ADVISORY COMMITTEE

2023–2026 WORK PLAN

The mandate of the French Language Services Advisory Committee 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. Above all, the French Language Services Advisory Committee 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.			
Activity 1	Responsibility:	Timelines:	Progress/Status:
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.	Entire committee or smaller working group	Completed	FLSAC meeting of May 9, 2024: RCFS representative for information and consultation. FLSAC meeting of September 12, 2024: The FLSAC approved its report with recommendations to RCFS. RCFS provided a response by email, which was shared with FLSAC on January 22, 2025.

Activity 2	Responsibility:	Timelines:	Progress/Status:
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.	Entire committee or smaller working group	In progress	FLSAC meeting of November 14, 2024: CSSD representative for information and consultation. A member of FLSAC is currently in the process of consolidating the Committee's recommendations to CSSD.
Activity 3	Responsibility:	Timelines:	Progress/Status:
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.	Entire committee or smaller working group	In progress	FLSAC meeting of November 14, 2024: CSSD representative for information and consultation. A member of FLSAC is currently in the process of consolidating the Committee's recommendations to CSSD.

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.			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Advise the Transit Services Department regarding professional training and	Entire committee or smaller working group	In progress	FLSAC meeting of September 12, 2024: TSD representative for information and consultation.

development materials as they relate to the Bilingualism Policy and the requirement to provide an active offer of bilingual services.			A report with recommendations to TSD has been drafted and is to be approved by FLSAC at its meeting of May 8, 2025.
Activity 2	Responsibility:	Timelines:	Progress/Status:
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.	Entire committee or smaller working group	Completed	<p>FLSAC meeting of May 9, 2024: RCFS representative for information and consultation.</p> <p>FLSAC meeting of September 12, 2024: The FLSAC approved its report with recommendations to RCFS.</p> <p>RCFS provided a response by email, which was shared with FLSAC on January 22, 2025.</p>

Goal 3: Support economic growth and resiliency in our bilingual City.			
Corresponding Term of Council Priority: A City with a diversified and prosperous economy.			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Advise the Planning, Real Estate, and Economic Development Department regarding strategies to support economic growth and resiliency in our bilingual City from	Entire committee or smaller working group	2025-2026	FLSAC will be beginning work on this item later in 2025 with outreach to the new Strategic Initiatives Department.

a French-language services perspective.			
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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.			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Advise Human Resources Services regarding strategies to recruit bilingual staff and for second language training.	Entire committee or smaller working group	2025-2026	FLSAC will be beginning work on this item later in 2025.
Activity 2	Responsibility:	Timelines:	Progress/Status:
Advise the Transit Services Department regarding strategies to recruit French-speaking bus, Para Transpo, and Light Rail Transit Operators at OC Transpo.	Entire committee or smaller working group	In progress	<p>FLSAC meeting of September 12, 2024: TSD representative for information and consultation.</p> <p>A report with recommendations to TSD has been drafted and is to be approved by FLSAC at its meeting of May 8, 2025.</p>

Document 2 – Summary of Staff Consultations for 2023-2025

The FLSAC was consulted by staff on the following matters:

Matter:	Consulted by:	Presentation(s) to FLSAC	Feedback provided by FLSAC
City of Ottawa Municipal Accessibility Plan (COMAP)	Office of the City Clerk (Accessibility Office)	September 12, 2024	FLSAC provided recommendations and comments to staff during the meeting.