

Document 1 – 2026 Operational Plan for French-language services Template

<b>Department:</b>	
<b>Department's General Manager:</b>	
<b>Department's Business Support:</b>	
<b>Department's French Language Services Champion:</b>	
<b>Date of approval by Department's General Manager:</b>	

Action area for the 2022-2026 Term of Council	Goal Bilingualism Policy requirement	Objective	Actions	Key directives	Actions taken Provide summary of details	Additional comments	Implementation status	Date of the update
Planning	Consistent use of both official languages in the workplace.	Strengthen linguistic inclusion and support compliance with the Bilingualism Policy.		Supervisors encourage staff to participate in French-language training and Learning Centre courses offered in French during check-ins or when setting Individual Development Plan goals.				
			Encourage and identify opportunities for staff to learn in French and actively use their French-language skills at work.	Supervisors provide staff who are developing their French-language skills with opportunities to use French in daily work, such as internal presentations, team meetings, and client interactions, when appropriate.				
				Supervisors encourage staff to participate in French (or bilingual) workshops and events offered to City staff and report any attendance in their Individual Development Plan.				
			Ensure that staff have access to reference materials and job aids in both English and French.	Service areas ensure that training sessions, including reference documents and materials, are available bilingually or provided separately in both French and English.				

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				<p>Service areas verify that, where required, user manuals, technical documentation, and/or training materials for newly procured equipment or work tools, are available to staff in both official languages.</p> <p><i>Note: contact FLS for information on what should be translated.</i></p>				
			Professional development activities are offered bilingually.	Service areas identify professional development activities and information sessions that are offered to staff and seek advice from FLS on when and how to deliver these bilingually (i.e., including a bilingual speaker, providing separate sessions for English and French, and/or opportunities to offer simultaneous interpretation, etc.).				
<b>Timeliness</b>	<b>Timely service delivery with French-speaking residents, efficient work processes, and earlier detection of needs.</b>	Create a more responsive and timely approach to bilingual service improvements.	Monitor and analyze French-language service delivery to identify trends, gaps and opportunities for improvement.	Service areas identify public facing services to create opportunities to enhance French-language delivery and, where required, develop bilingual resources to support staff and make these available on departmental SharePoint sites.				
			Support staff in delivering bilingual services through effective use of tools and resources.	Supervisors remind staff of the requirement to provide an active offer of bilingual service and to consult the resources available to staff in the FLS toolbox to support them.				

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				Service areas collect suggestions from staff to improve or create new department-specific bilingual tools and resources and submit them to key departmental representatives for their consideration. Staff can also submit them to FLS for the FLS toolbox.				
				Managers proactively engage with Translation Services to integrate translation requirements into legislative agenda planning and report writing timelines.				
			Engage the Francophone community to ensure timely and relevant service delivery.	Service areas review and update bilingual forms and templates to ensure seamless and timely service with the Francophone community. Service areas ensure updates are reviewed by Translation Services, as required.				
Communications	Consistent production of high-quality bilingual communications.	Reinforce the department's capacity to produce high-quality bilingual communications.	Enhance the availability of specified French-language resources for staff.	Service areas create and/or update branch-specific bilingual lexicons on their department's SharePoint site and ensure they are reviewed by Translation Services as required. These lexicons may include specialized technical terms, acronyms, and other sector-specific vocabulary.				
				Managers review unit and portfolio names and job titles in collaboration with Translation Services to ensure accuracy and consistency in both official languages, and provide updates to: 1. Their Human Resources Consultant (HRC), who will				

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				<p>update the City's Organizational Chart; and</p> <p>2. FLS, who will update the Organizational chart in English and French SharePoint page.</p>				
			<p>Ensure that the department's designated bilingual positions support bilingual communication requirements within the department.</p>	<p>100% of hiring managers review the designation of bilingual positions SharePoint page and its supporting documents and resources, and identify opportunities to create designated positions as required in their Service Area(s).</p> <p><i>Note: contact FLS for advice on the designation process.</i></p>				
<p><b>Department-specific</b></p>	<p><b>Department-specific French-language initiatives and outreach efforts</b></p>	<p>City-wide or department-specific service delivery in both official languages to be included in the 2026 Report on French Language Services.</p>	<p>Create new and innovative initiatives to enhance services provided in French in 2026.</p>	<p>Service areas identify and list new initiatives that enhance services provided in French to City staff and residents in the corresponding "actions taken" column of this document.</p>				
			<p>Carry out bilingual public awareness, outreach, and collaboration initiatives in 2026.</p>	<p>Service areas review and list opportunities to engage with the Francophone community in the corresponding "actions taken" column of this document.</p>				
			<p>Provide an overview of bilingual services offered by the department, including bilingual service delivery "by the numbers".</p> <p>Include budget impact(s), when available (ex.: if</p>	<p>Service areas compile data on 2026 bilingual service delivery, and enter relevant figures, including budget impacts when applicable, in the corresponding "Actions Taken" column (excluding translation and interpretation costs).</p> <p>Examples include funding for French school-age programs, Francophone organizations,</p>				

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			your department provides grants, indicate the proportion of grants provided to Francophone organizations and the total \$.)	Francophone neighbourhood projects, health-promotion initiatives, and Francophone arts and culture, etc.				