

Rapport de fin du mandat 2018-2022

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

Le 8 septembre 2022



End-of-Term Report 2018-2022

French Language Services Advisory Committee (FLSAC)

September 8, 2022

BACKGROUND

Early in its mandate, the French Language Services Advisory Committee (FLSAC) developed a three-year work plan. A [revised work plan](#) was approved by Council on April 8, 2020. 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 2020-2022 work plan:

1. Support an approach that helps increase in the number of recreational activities, as well as social and community services, offered in French
2. Foster economic development through the promotion of bilingualism—Ottawa, Canada's capital
3. Encourage the participation of the Francophone population in public consultations
4. Support the development of programming, activities, as well as learning and professional development options offered in French, for City staff
5. Continue to raise staff awareness of the importance of providing an active offer of bilingual services

The French Language Services Advisory Committee, with the support of the French Language Services, extended invitations to the Departments listed in the attached Document 1 (Work Plan with Progress Update for 2022).

Furthermore, the FLSAC's mandate stipulates that FLSAC is available as a resource to staff to provide input on matters being pursued to achieve Council's strategic priorities. Accordingly, the FLSAC accepted invitations in their 2018-2022 term from the Departments listed in Document 2 (Summary of Staff Consultations for 2018-2022).

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 most cases. This was done either by adopting, at a later FLSAC meeting, a formal report drafted by a working group responsible for the given matter, or by written summary of Member comments, compiled by the FLSAC Chair.

DISCUSSION

The members of the FLSAC are proud of their track record and of the recommendations they have made to the City of Ottawa.

A summary of the FLSAC's progress on its 2020-2022 work plan is attached to this report as Document 1.

A summary of staff consultations with the FLSAC over their 2018-2022 term is included in Document 2.

Additionally, the FSLAC submitted comments on the draft budgets for the 2019, 2020 and 2021 fiscal years, in each instance, providing written comments to FEDC.

The FLSAC Membership was also represented at the following events:

- Franco-Ontarian Day 2019 and 2020 at the City of Ottawa
- The Prix Bernard-Grandmaître in 2019, 2020 and 2021
- 2018-2022 Mid-term Governance Review Consultation with Advisory Committee Chairs and Vice-Chairs in 2020
- The Virtual Francophone Café Rendez-Vous with the Mayor in 2021
- The launch of the Festival Franco-Ontarien and the Franco-Ontarian flag raising ceremony in September 2021
- The 15th Francophone Rendez-vous with the Mayor in March 2022

Furthermore, the members of the FLSAC were invited to attend a virtual meeting of the Francophone Caucus, a group of Francophone and Francophile City Councillors in 2021. It was the first meeting of the Caucus in several years, providing an opportunity for members to familiarize themselves with the issues identified in the FLSAC's work plan.

In summary, the FLSAC submitted the following documentation:

- 5 submissions to the Finance and Economic Development Committee (FEDC), including this report
- 1 submission to the Community and Protective Services Committee (CPSC)
- 6 submissions to City staff
- 9 events attended by FLSAC Members

As noted in the [FLSAC's Mid-Term report](#), submitted to the Finance and Economic Development Committee meeting of December 7, 2021, the COVID-19 pandemic and distancing requirements have had an impact on the City staff's and the FLSAC's

workload. To accommodate staff workload and operational requirements, additional consultations on important strategic projects were requested. Furthermore, to allow for flexibility for Members during these challenging times, the FLSAC, in consultation with French Language Services staff, have decided to defer the following activities from its approved workplan to the next Term of Council, subject to that Council's approval of the next work plan:

- Goal 1, Activity 2: Advising Community and Social Services Department staff regarding services offered by Children's Services, in order to support and enhance services offered in French in Ottawa's west end and in non-bilingual neighbourhoods
- Goal 5, Activity 1: Advising Transportation Services Department on strategies to recruit a greater number of French-speaking bus and Para Transpo operators and Electric Rail Operators at Transportation Services
- Goal 5, Activity 2: Advising Transportation Services Department on the elaboration of additional professional training and development materials, as well as on recommendations on the active offer of services in French

The status of these Activities have accordingly been updated in Document 1.

Document 1 – Work Plan with Progress Update for 2022

The following activities were undertaken by the FLSAC during the 2018-2022 Term, as part of its Council-approved work plan goals.

FRENCH LANGUAGE SERVICES ADVISORY COMMITTEE

2020–2022 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.

<p>Goal 1: Support an approach that helps increase in the number of recreational activities, as well as social and community services, offered in French</p>			
<p>Strategic Objective: Thriving Communities — Promote safety, culture, social and physical well-being for our residents</p>			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Update on Francophone hubs initiatives and French language recreational activities in Ottawa, Ottawa’s west end, and in non-bilingual neighbourhoods	Entire committee or smaller working group	Completed	<p>FLSAC meeting of September 10, 2020: RCFS representative for information and consultation</p> <p>FLSAC meeting of February 11, 2021: The FLSAC approved its report with recommendations to RCFS.</p> <p>Due to the pandemic, RCFS facilities have been mostly closed and registered programs in both languages mostly cancelled in 2021.</p>

			Accordingly, there was no follow-up presentation to the FLSAC as scheduled in 2022. The FLSAC suggests including this objective to the workplan of the next Term of Council.
Activity 2	Responsibility:	Timelines:	Progress/Status:
Services offered by Children's Services in French in Ottawa's west end and in non-bilingual neighbourhoods	Entire committee or smaller working group	Not completed	Deferred to 2022-2026 Term of Council.

Goal 2: Foster economic development through the promotion of bilingualism—Ottawa, Canada's capital			
Strategic Objective: Economic Growth & Diversification			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Economic development strategy and promotion of bilingualism with the City partners	Entire committee or smaller working group	Completed	<p>FLSAC meeting of November 16, 2020: Representative PIED and the <i>Regroupement des gens d'affaires</i> presented to the FLSAC.</p> <p>FLSAC meeting of May 13, 2021: The FLSAC approved its report and made recommendations to PIED.</p> <p>FLSAC meeting May 12, 2022: PRED provided an update on the implementation of</p>

			recommendations. The FLSAC provided oral feedback on the update at the meeting.
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Goal 3: Encourage the participation of the Francophone population in public consultations			
Strategic Objective: Our Service—Service Excellence through Innovation			
Activity 1	Responsibility:	Timelines:	Progress/Status:
Consulting and engaging the City’s Francophone population with their Municipal government, including Smart City 2.0 initiatives	Entire committee or smaller working group	Completed	<p>FLSAC meeting of November 15, 2021: The FLSAC received a presentation from PIMR and from ST for information and consultation.</p> <p>FLSAC meeting of May 12, 2022: The FLSAC approved its report with recommendations to ICS.</p> <p>Because the February 2022 FLSAC was cancelled by Council motion, the FLSAC was only able to approve its initial report in May 2022. This did not leave enough time prior to its final meeting in September 2022 to warrant a follow-up presentation from PIMR.</p> <p>The FLSAC suggests including this objective to the workplan of the next Term of Council or asking PIMR to submit a written update before the end of the current term.</p>

Goal 4: Support the development of programming, activities, as well as learning and professional development options offered in French, for City staff

Strategic Objective: Our Service—Service Excellence through Innovation

Activity 1	Responsibility:	Timelines:	Progress/Status:
Talent development measures, including programming, activities, and learning and professional development offered in French to City staff	Entire committee or smaller working group	Completed	<p>FLSAC meeting of February 11, 2021: FLSAC received a presentation from a Human Resources representative for information and consultation.</p> <p>FLSAC meeting of November 15, 2021: The FLSAC approved its report with recommendations to ICS.</p> <p>FLSAC meeting of May 12, 2022: The FLSAC received an update from Human Resources on the implementation of recommendations. The FLSAC provided oral feedback on the update at the meeting.</p>

Goal 5: Continue to raise staff awareness of the importance of providing an active offer of bilingual services

Strategic Objective: Our Service—Service Excellence through Innovation

Activity 1	Responsibility:	Timelines:	Progress/Status:
Staff recruitment process, and recruiting French-speaking transit operators and staff	Entire committee or smaller working group	Not completed	Deferred to 2022-2026 Term of Council.

Activity 2	Responsibility:	Timelines:	Progress/Status:
Professional training and program development and awareness efforts regarding active offer of services in French in transit operations	Entire committee or smaller working group	Not completed	Deferred to 2022-2026 Term of Council.

Document 2 – Summary of Staff Consultations for 2019-2021

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)	May 9, 2019	FLSAC report with recommendations to staff were approved at its meeting of September 12, 2019.
Official Plan Review	Planning, Infrastructure and Economic Development Department (Policy Planning)	May 9, 2019 and September 12, 2019	FLSAC report with recommendations to staff approved at its meeting of September 12, 2019.
Term of Council Priorities 2019-2022	Innovative Client Services	N/A	<p>FLSAC report with recommendations to FEDC approved at its meeting of November 20, 2019.</p> <p>The recommended amendments to the draft Strategic Priorities were approved by FEDC at its meeting of December 3, 2019.</p>
Community Safety and Wellbeing Plan	Emergency and Protective Services Department (Public Policy Development)	February 11, 2021	FLSAC summary of Member comments was submitted to staff on March 1, 2021. The summary will be listed on the agenda for the FLSAC meeting of May 13, 2021.

Women and Gender Equity Strategy and 2021-2022 Framework	Community & Social Services Department (Gender and Race Equity, Indigenous Relations, Diversity and Inclusion Branch)	March 23, 2021 (Special Meeting)	A memo summarizing the comments provided at the Joint Meeting was submitted to the CPSC prior to its meeting of March 26, 2021.
Presentation	Community & Social Services Department (Anti-Racism Secretariat)	May 13, 2021	The FLSAC's report, which includes recommendations to the Anti-Racism Secretariat, was submitted to staff. The report will be approved at the meeting scheduled for September 9, 2021.
Inclusive communication guide for City employees	Community & Social Services Department (Gender and Race Equity, Indigenous Relations, Diversity and Inclusion Branch)	By email, April 5, 2022	FLSAC Members were consulted on a proposed inclusive communication guide to assist employees in using the most current and respectful approach to oral, written, and visual communication. Members provided any comments to staff directly by email.