

French Language Services (FLS) Compliance Report
Referral Clause

Instructions:

Please complete this report when the selected service(s) offered by your agency is at Referral Clause(s). Agencies are considered to be in compliance if all responses are

ORGANIZATION NAME: City of Hamilton-Ontario Works

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Active Offer of Referral	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Does the general phone message redirect clients to services in French in both languages?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French services are now offered at our downtown location. Internal signage is in place for the offer of French Services at the Central office (250 Main E.). Bilingual instructions are posted at our other locations to redirect French speaking individuals to the appropriate location.	Internal signs have been relocated to the Central office where FLS are offered as of Q1 2017.
	Is there signage in English and in French at the agency's reception area about how to obtain services in French within their community?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exterior sign at entry doors identifies our designated French service office at the Central office (250 Main East).	Given the replacement cost associated with signage, the existing exterior signage will be replaced with a bilingual signs as opportunity occurs through moves, damage, etc.due to replacement cost associated.
	Does the website include information about how to obtain services in French in the community in both languages?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The City of Hamilton's web site does not currently provide links to French pages.	In 2017, we will work with Corporate IT to explore feasibility of adding links to French pages.
	Is the recorded message available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The message for the 4800 line is currently recorded in English only, the individual employees' lines offer a bilingual greeting.	Investigate possible changes to the telephone queue to offer options in French; technical changes are required. City of Hamilton is committed to a review of call handling procedures and will determine how OW calls can be streamlined into one call centre. Possibility of increasing FLS services will be considered at part of the review. In addition a review of feasibility for messages on our internal video screens to be available in both French and English is being conducted. Timelines will again be determined corporately but it is expected that the reviews will be completed by year-end.
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A language aid was developed with key sentences for staff to assist participants and redirect to French speaking staff.	In addition, a lexicon of sentences has been developed for all staff so that they can better assist the individual both on the phone and in person. This Lexicon will be added to the existing business process which is readily accessible to all staff on the Intranet.
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Existing business processes outline how French speaking clients requesting services in French are linked to French speaking staff. The Language Aid also offers a way for the individual to point to the language of choice and provides a tool for staff to obtain the necessary information to redirect the individual to the appropriate staff person/service. The OW intake process also clearly outlines how to direct an application request to the bilingual staff.	
Accountability and Formal Protocol	Is a written referral agreement in place with the agency where clients are being referred to?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The City of Hamilton's OW program offers services in French, and provides intake and management of case services. Outreach activities are conducted in the French community resources and services are provided by bilingual OW staff.	not applicable
	Has a copy of the written referral agreement been provided to the ministry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Not applicable per above.	not applicable
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual requirement is part of training curriculum for all staff.	
	Is there a mechanism in place to identify the number of Francophone clients referred to FLS provider?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not applicable as the City of Hamilton's OW program does not have a referring agency working with French participants.	Statistical data available through SAMS and/or other reports are gathered as needed. The feasibility to capture stats from callers on the queue line (4800) will be considered once this option is assessed for capacity (as mentioned above)
	Have you participated in community collaboration and strategic planning regarding FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Informally through Outreach activities.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual staff (case manager and employment counsellor), provide outreach services to French service providers which include Centre De Santé and College Boréal, are available to participate in such events and routinely consider opportunities for participation and input.	

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Program Supervisor(s) Comments

French Language Services (FLS)
Service Clause 2

Instructions:

Please complete this report when the service(s) offered by your agency is at Service Clause 2. Agencies are considered to be in compliance if all responses are 'yes.'

ORGANIZATION NAME: City of Hamilton-Ontario Works

SERVICE(S) DELIVERED:

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Is interior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Signage for French Languages Services are available and displayed in French at all locations of the OW program in the City of Hamilton.	In addition to formal signage, consideration is given for all posted information to be displayed in French and in English where available.
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exterior sign at entry doors identifies our designated French service office at the Central office (250 Main East).	Given the replacement cost associated with signage, the existing exterior signage will be replaced with a bilingual signs as opportunity occurs through moves, damage, etc. due to replacement cost associated.
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The message for the 4800 line is currently recorded in English only, the individual employees' lines offer a bilingual greeting.	Investigate possible changes to the telephone queue to offer options in French; technical changes are required. City of Hamilton is committed to a review of call handling procedures and will determine how OW calls can be streamlined into one call centre. Possibility of increasing FLS services will be considered at part of the review. In addition a review of feasibility for messages on our internal video screens to be available in both French and English is being conducted. Timelines will again be determined corporately but it is expected that the reviews will be completed by year-end.
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A language aid was developed with key sentences for staff to assist participants and redirect to French speaking staff.	In addition, a lexicon of sentences has been developed for all staff so that they can better assist the individual both on the phone and in person. This Lexicon will be added to the existing business process which is readily accessible to all staff.
	Are over the counter services available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French speaking clients requesting services in French are linked to French speaking staff.	
	Are professional translators used to ensure the quality of translations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Local forms and Brochures are translated by professional services provided through the Business and System Supports Unit.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, through the Business and System Supports Unit and the bilingual staff.	
Active Offer	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All formal material initiated by MCSS are distributed in French and English. Locally, we have translated two brochures "How to Apply for OW" and "OW Employment Services" into French. Where available, materials such as governmental and/or community information, are posted in French and in English.	As part of the overall service delivery review, brochures and publications such as "Voice" will be prioritized for FLS translation.
	Is French correspondence (letters and e-mails) answered in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French correspondence is responded to in French.	
	Is your website available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The City of Hamilton's web site does not currently provide links to French pages.	In 2017, we will work with Corporate IT to explore feasibility of adding links to French pages.
	Are clients aware of available services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In addition to signage, clients who identify as French speaking are given the option to be transferred to one of our designated FLS Case Managers.	There is the possibility to increase capacity by adding French messages to the internal video displays by year-end.
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All clients have capacity to provide feedback on the service received. We have 63 identified FLS cases. No formal feedback or survey has been initiated.	Due to the OW reorg, the feasibility of a customer satisfaction for FLS services had to be delayed. This is on the workplan for 2017 and will be completed by Q4
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The expectation to provide French Language Services from the point of contact is formalized in the business process outlining the Intake process for applicants requesting to be served in French. The Intake Clerk will facilitate a warm transfer to the French speaking case manager and from that point, all services will be provided in French, Intake and case management. The same applies when an applicant completes the OASA is completed in French, the applicant is contacted by a French speaking case manager for the verification interview and case management.	
	Is intake conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, when requested by the applicant/participant.	
	Is assessment conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, when requested by the applicant/participant.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Existing business processes clearly outline how French speaking clients requesting services in French are linked to French speaking staff. A Language Aid was developed to offers a way for the individual to point to the language of choice and also provides a tool for staff to obtain the necessary information to redirect the individual to the appropriate staff person/service. A lexicon of frequently used sentences was also developed and provided to all staff to assist with basic questions and answers in the unlikely event that no bilingual staff are available.	
	Are services provided at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, all bilingual staff have been tested for advanced proficiency in French language (both written and verbal). This assessment is conducted by an independent company and candidates must achieve an advanced level to continue in the competition process.	
Accountability Mechanisms and Management Practices	Do you have an adequate number of positions responsible for the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In addition to two Ontario Works Worker II position (case management), we have designated an Intake Clerk, Employment Development Counsellor and Receptionist positions. These employees are responsible to provide the full spectrum of services in French for an effective management of cases.	Recruitment is currently in process. As we proceed with the clerical and case management reviews we will assess the opportunity to possibly increase FLS capacity. In addition, we are adding the sentence "Fluency in French is an asset" to all of our competitions/job postings.
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes, all recruitment for bilingual positions include a mandatory French test conducted by an independent company and candidates must achieve an advanced level to continue in the competition process.	
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	All complaints are directed to managers for review, response and logging. Bilingual Manager assigned responsibility of reviewing complaints received in French and to provide response in French.	As part of the program delivery review, and through a continuous improvement focus, we are reviewing our feedback process for all applicants/participants. Any document or process for complaints and feedback will be offered in both English and French.
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual requirement is part of the training curriculum for all staff.	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Report (CS11038) on French Language Services outlining plans was presented and accepted by Council in April 2011. The FLS Compliance Reports are presented to Council annually for approval.	A review of the report and possible update is on the workplan for 2017. A commitment to include French Language Services as part of the orientation new councillors is also part of the plan. A request was made to the MCSS program supervisor to check to see if it can be edited to reflect that it is presented as an information report rather than recommendation to Council.
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As City of Hamilton staff we are bound to utilize the corporate Performance Accountability and Development Tool. This tool is generic to all City staff and does not include FLS.	Continue to comply with our corporate mandate for performance reviews but adding expectations around the provision of French Service delivery under section 2B. TECHNICAL COMPETENCIES (Hard Skills) in the Performance Accountability and Development document for staff in bilingual positions starting in 2017.
	Is FLS included in performance appraisals of management?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As City of Hamilton staff we are bound to utilize the corporate Performance Accountability and Development Tool. This tool is generic to all City staff and does not include FLS.	Continue to comply with our corporate mandate for performance reviews but adding expectations around the provision of French Service delivery under section 2B. TECHNICAL COMPETENCIES (Hard Skills) in the Performance Accountability and Development document for staff in bilingual positions starting in 2017.
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Internal Business Process are in place and available on the intranet for all staff. The FLS Supervisor in OW coordinates a French Language Service Internal Working Group to maintain regular updates on the status of the FLS work plans (for Human Services, Housing Services and Child Care) delivered by the City of Hamilton.	This working group has been on hold due to the implementation of SAMS but with the reorganization of the Ontario Works program, it will be revived in Q2-Q3 2017 to ensure that all relevant parties are kept apprised of the work plan and FLS related initiatives. This will prove essential as the City of Hamilton moves toward integrated services and will help to build capacity of FLS.
	Are the most appropriate positions identified as requiring bilingual staff to ensure quality and permanency of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have identified bilingual positions in the Intake Unit, reception, case management and employment services. These essentially cover the life cycle of an OW case.	
Is FLS a standing item in management and team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FLS is discussed regularly for teams that hold the responsibility for FLS at our designated office. A reminder was sent to all OW office sites to review the referral process to our FLS designated office for service. In addition, the FLS case manager has attended team meetings to review the process and answer questions in person.	Outreach to all team is planned for 2017 to introduce the new FLS case managers and the work plan. This item will also be added as a standing item on the leadership agenda for information sharing purpose.	
Actively Promote Community Collaboration and Strategic Planning	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual staff (case manager and employment counsellor), provide outreach services to French service providers which include Centre De Santé and Collège Boréal, are available to participate in such events and routinely consider opportunities for participation and input.	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available upon request.	Continue to have FLS staff attend OW initiated public forums.
	Are separate French consultations organized when applicable?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Available upon request.	

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current capacity)	Action Plan and Timeframes (please provide information if the answer is 'No' or 'Partly')
	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All staff offers a bilingual greeting: on voicemail, answering calls or in person. An Internal business process outlines the expectations for staff when a client requests to be served in French. For contacts by phone, the business process states "If the caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a staff who has been identified as a French Language Service person at ext. 1555." In face to face situations, the reception staff at the Central office (250 Main E) will contact a French speaking person to assist the individual, at other locations, the reception staff will utilize the "Language Aid" to communicate with the individual and redirect them to a French speaking staff person. Employees who speak French but who are not in a bilingual position are also identified as resources to assist when necessary.	We continue to use French Language Service designated bilingual staff to provide services. We are investigating options with our phone system (4800 line) to add a French option as well as to explore opportunities for improvement as part of the Call Handling and Clerical reviews, with the possible designation of a bilingual Team Control Clerk position.
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The bilingual Manager and Supervisor were assigned the responsibility of reviewing complaints received, to provide response and consider for future planning and development of services.	Client satisfaction review is on the workplan for 2017.

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Program Supervisor(s) Comments