

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	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>		Staff record a bilingual greeting on voicemail, and respond to live calls or in-person interactions with a bilingual greeting. Business processes outline the expectations for staff when a client requests to be served in French. If a caller responds in French and wishes to converse in French, the staff person will warm transfer the call to a FLS designated staff. In face to face situations, staff will contact a FLS staff to assist the individual. FLS staff are located at our 250 Main St. E. office, however, they see FL speaking clients at our other offices, if needed. If FL speaking clients attend in-person and FLS staff are unavailable (e.g. seeing other clients) staff will utilize a "Language Aid" to communicate with the individual and redirect them to staff who speak French but who are not designated FLS.	We continue to utilize bilingual, FLS-designated staff to provide service. We are still in the midst of investigating options to offer a FLS telephony solution as part of our ongoing organizational review and the development of our new service delivery model. This review will be completed in 2018
	Is interior signage available in French?				Signage alerting clients to the availability of FLS is displayed at all OW offices.	
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>		Exterior signage at the entry doors identifies our designated FLS office as 250 Main St. E.	We are in the midst of investigating options to meet our future needs for physical office space. Given the costs, addressing bilingual exterior office signage will be included in any move to new offices or renewal of leases at current locations (tentative target for any change to accommodations is 2020). In the meantime, signage will be replaced with bilingual options as opportunities present themselves (e.g. signage becomes damaged).
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>		All individual staff persons' voicemail greetings are bilingual. Our general inquiry line (4800 line) is in English only.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to a review of call handling procedures and technology to ensure that inquiries that come through our general inquiry line (4800) are greeted with FLS messaging. This review will be completed in 2018
	Are key sentences used to transfer French calls?	<input type="checkbox"/>	<input type="checkbox"/>		A "Language Aid" has been developed to assist staff with responding to FLS inquiries.	
	Are over the counter services available in French?				FL speaking clients requesting FLS, are actively linked to FLS designated staff.	
	Are professional translators used to ensure the quality of translations?	<input type="checkbox"/>	<input type="checkbox"/>		Translation of documents is completed by professional services arranged through the OW Business and System Supports team.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input type="checkbox"/>	<input type="checkbox"/>		Translated documents are reviewed by professional services or by designated bilingual staff.	
	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>		Local brochure, "How to Apply for OW" is available in French. Materials provided by external service providers (e.g. MCSS, community agencies, etc.) are provided in French where available.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to a review of all materials available to the public to determine if they are available in French (for externally-produced materials) or need to be translated (for internally-produced materials). This review will be completed in 2018.
	Is French correspondence (letters and e-mails) answered in French?				FLS designated staff respond to correspondence in French.	
	Is your website available in French?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		The City of Hamilton's web site does not currently provide links to French pages.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging corporate IT services to determine the feasibility of offering digital information in French. This review will be completed in 2018.
	Are clients aware of available services in French?	<input type="checkbox"/>	<input type="checkbox"/>		In addition to signage, clients are made aware of the opportunity to receive services in French via the bilingual greeting that they receive from staff. Clients who identify as FLS are offered FL services (e.g. their case will be transferred to a FLS-designated case manager).	
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input type="checkbox"/>		Client feedback regarding FL services at OW in the City of Hamilton, is not formally sought. All clients have the opportunity to provide feedback on the service that they receive through their case manager or through other channels (e.g. asking to escalate their concerns/feedback to a supervisor or other leader).	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging our clients more proactively to obtain feedback regarding service delivery. Feedback regarding FLS will be included in this plan. The organizational review will be completed in 2018.
	From the first point of contact, is there a formal mechanism to determine if the client speaks French / or prefers services in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients are made aware of the opportunity to receive services in French via the bilingual greeting that they receive from staff. Clients who identify as FLS (e.g. by answering in French, by applying online in French) are offered FL services (e.g. their case will be transferred to a FLS-designated case manager).	
	Is intake conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients who identify as FLS (e.g. by answering staff in French, by applying online in French) are offered FL services (e.g. their application will be transferred to a FLS designated staff person).	
	Is assessment conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>		Clients who identify as FLS (e.g. by answering staff in French, by applying online in French) are offered FL services (e.g. their application will be transferred to a FLS designated staff person).	
	Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>		A "Language Aid" was developed to assist non-FL speaking staff to support and communicate with FLS clients in the unlikely event that no bilingual staff are available.	
	Are services provided at the advanced or superior level of French proficiency?	<input type="checkbox"/>	<input type="checkbox"/>		All FLS designated staff are tested for advanced proficiency in French, both written and verbal. This testing is done by an independent company and candidates must achieve an advanced level to be designated as FLS.	

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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"/>		We have two case manager positions, one intake clerk, one employment development counsellor and one receptionist dedicated to the provision of FLS.	Recruitment is ongoing for FLS case managers due to turnover. All postings for all positions now have an additional statement: 'Fluency in French is an asset'.
	Is staff assessed at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		All FLS designated staff are tested for advanced proficiency in French, both written and verbal. This testing is done by an independent company and candidates must achieve an advanced level to be designated as FLS.	
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		All complaints are directed to leadership for review, response and tracking. A bilingual member of the leadership team is assigned responsibility for reviewing complaints received in French and to provide a response in French.	
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		FLS legislation and specifically our requirements/obligations are part of staff training curriculum.	
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations? (for municipalities, this refers	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Report (CS11038) on French Language Services outlining plans was presented and accepted by City of Hamilton Council in April 2011. FLS Compliance Reports are presented to Council annually as information reports. Included in that report is a background regarding FLS legislation and our requirements/obligations.	
	Is FLS included in performance appraisals of staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The City of Hamilton has a corporate Performance Accountability and Development (PAD) tool that does not explicitly include FLS as a competency.	While FLS is not an explicit competency included in the Corporate PAD, communicating in French as required/expected is included in PAD's for FLS designated staff's.
	Is FLS included in performance appraisals of management?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		The City of Hamilton has a corporate Performance Accountability and Development (PAD) tool that does not explicitly include FLS as a competency.	While FLS is not an explicit competency included in the Corporate PAD, ensuring FLS service requirements are met by the OW division is part of the PAD for management charged with this responsibility.
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Business processes are in place and available for all staff. Leadership charged with ensuring FLS requirements are met regularly review processes and capacity to ensure appropriate levels of service are provided to FL speaking clients.	An FLS working group comprised of City of Hamilton divisions with FLS requirements (Childcare, Housing, Ontario Works) has been on hold pending the organizational review and implementation of our new service delivery model. This group will be reconvened in 2018.
	Are the most appropriate positions identified as requiring bilingual staff to ensure quality and permanency of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		We have two case manager positions, one intake clerk, one employment development counsellor and one receptionist dedicated to the provision of FLS. All of these positions have direct contact with clients.	
	Is FLS a standing item in management and team meetings?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		For teams that have a FLS dedicated position, provision of FLS services is a regular agenda item during team meetings. FLS services are also discussed during other team meetings and huddles for teams that don't have a dedicated FLS staff person. FLS staff have also attended other staff meetings to provide clarity regarding FLS processes and requirements.	
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"/>		FLS staff (case manager and employment development counsellor), provide outreach services to French service providers which include Centre De Santé et Collège Boréal.	
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Available upon request. We currently don't provide public forums and/or consultations in-house.	FLS staff are available to participate in external forums/events/consultations and routinely consider opportunities for participation and input.
	Are separate French consultations organized when applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Available upon request. We currently don't provide public forums and/or consultations in-house.	Available upon request. We currently don't provide public forums and/or consultations in-house.
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		Leadership charged with ensuring FLS requirements are met regularly engage with the Francophone community partners to obtain feedback.	As part of our ongoing organizational review and development of our new service delivery model, we are committed to engaging our stakeholders more proactively to obtain feedback regarding service delivery. Feedback regarding FLS will be included in this plan. The organizational review will be completed in 2018.