



# INFORMATION REPORT

<b>TO:</b> Chair & Members Emergency & Community Services Committee	<b>WARD(S) AFFECTED:</b> CITY WIDE
<b>COMMITTEE DATE:</b> April 6, 2011	
<b>SUBJECT/REPORT NO:</b> French Language Services (CS11038) (City Wide)	
<b>SUBMITTED BY:</b> Joe-Anne Priel General Manager Community Services Department	<b>PREPARED BY:</b> Janet Robinson, 905-546-2424, Ext. 1564
<b>SIGNATURE:</b>	

**Council Direction:**

Not applicable.

**Information:**

The purpose of this report is to provide Council with information about the application of the *French Language Services Act (Act)* to services provided by the Community Services Department, and to provide a brief overview of actions taken to ensure quality and access to services for French-speaking citizens.

French is an historic language in Ontario and is an official language of Canada as recognized by the *Act*. According to the 2006 Census, 1.6% of Hamilton's population is French-speaking, and 0.4% of Hamiltonians, 17 years of age and over, speak only French.

A regulation from the *Act*, set forth by the Minister responsible for Francophone Affairs, requires that Consolidated Municipal Service Managers (CMSMs) and transfer payment agencies, in designated areas, be bound by the *Act*.

In programs where the City of Hamilton (City) acts on behalf of the Government of Ontario as a CMSM, their respective ministries require that the City provide an annual action plan describing the capacity to provide French Language Services (FLS).

The respective ministries include the Ministry of Children and Youth Services (MCYS) and the Ministry of Community and Social Services (MCSS). The program areas impacted by this requirement are:

- Ontario Works;
- Child Care and Best Start;
- Emergency Shelter Services;
- Domiciliary Hostels; and,
- Services funded through the Consolidated Homelessness Prevention Program.

The Employment and Income Support Division, Benefit Eligibility Division, Social Development and Early Childhood Services Division, and Housing and Homelessness Division each submitted their first FLS action plan to their respective ministries on December 1, 2009, for the year 2010. In April of 2010, each of these divisions received feedback on their plans. The feedback was positive, detailed and confirmed the approach going forward.

The action plans outline the availability and quality of service to French-speaking citizens, focusing on correspondence, telephone service, over-the-counter services, signage, public consultations, translation of written material and complaints resolution. These action plans meet the required service standards with minimal impact to costs and resources, and respect the City's collective agreements through the effective use of the following strategies:

1. Identification of existing staff within the divisions who are able to assist individuals in French;
2. Cross-divisional support, where needed, on related programs;
3. Agreements with community partner agencies to work closely with the divisions and provide French language supports;
4. Agencies funded through the above programs for the provision of services now reflect their obligation to provide FLS in their service plans; and,
5. Include French language skills in future recruitment efforts.

On December 1, 2010, action plans for 2011 were sent to the respective ministries (attached to Report CS11038 as Appendices A to C). In February 2011, the City received letters from the ministries supporting these 2011 action plans.

### **Financial Implications:**

The divisions will continue to manage costs and maximize efficiencies in service provision.

The costs for each division are determined by a number of factors, e.g. Best Start has had an FLS requirement since it started in 2006. Some programs are accompanied by French-language materials from the province. Some divisions are impacted by the number of sites providing service, etc.

The costs noted below reflect service requirements such as correspondence, communication, and signage:

- Ontario Works has estimated the short-term costs as \$12,000 since 2009;
- Housing and Homelessness estimate their costs as \$5,000 since 2009; and,
- Approximately \$25,000 (100% provincial funding) has been spent through Best Start since 2006 to support the implementation of the Child Care and Best Start FLS action plan.

**Background:**

Section 5.1 of the *French Language Services Act* states:

“A person has the right in accordance with this *Act* to communicate in French with, and to receive available services in French from, head or central office of a government agency or institution of the Legislature that is designated by the regulation, and has the same right in respect of any other office of such agency or institution that is located in or serves an area designated in the Schedule.”

In his report for the period ending March 31, 2008, the FLS Commissioner of Ontario made a recommendation that the Minister of Francophone Affairs propose a clear regulation to govern the delivery of FLS. The resulting regulation applies to third-parties who have agreed to provide services on behalf of a government agency or under a new public-private partnership.

Though the *Act* does not apply to municipalities, it does distinguish 25 designated areas which provide services and are considered “government agencies” when acting on behalf of the Government of Ontario through a transfer of responsibilities. Hamilton is one of those 25 designated areas.

**Appendices/Schedules:**

Appendix A to Report CS11038: Ontario Works FLS Plan 2010/2011

Appendix B to Report CS11038: Social Development and Early Childhood Services FLS Plan 2010/2011

Appendix C to Report CS11038: Consolidated Homelessness Prevention Program and Domiciliary Hostel Program FLS Plan 2010/2011

**City of Hamilton CMSM French Language Services Plan for 2010/11**

**Ministry of Children and Youth Services and Ministry of Community and Social Services – Hamilton/Niagara Region**

The French Language Services Plan template has been developed to assist transfer payment agencies and CMSMs providing ministry-funded services in communities designated under the FLS Act. As an internal process, service providers may want to complete the FLS Environmental Scan to help determine quick-wins and areas of priority for development within identified timelines.

A FLS Service/Action plan is to be **completed and returned** to [Donna.Vukovich@ontario.ca](mailto:Donna.Vukovich@ontario.ca) the Program Supervisor by **December 1, 2010**.

**Service Provider Name: City Of Hamilton**

**Program(s): Ontario Works**

**Location(s): 4 offices (2255 Barton Street East, 1550 Upper James Street, 250 Main Street East, 181 Main Street West)**

**Designated areas served: City of Hamilton**

Topics	Current Capacity	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
<p><b>Access to client services in French</b></p> <ul style="list-style-type: none"> <li>• Availability of service (oral and written)</li> <li>• An adequate number of bilingual positions</li> <li>• Active offer of service; general population informed of FLS</li> <li>• Other</li> </ul>	<p>Some clients access service in French through case workers on-site and through the Centre de Santé. Collaboration with SISO continues.</p> <p>Clients are identified at intake as to their language requirements.</p> <p>Staff with the ability to converse in French are requested to assist in the provision of service.</p> <p>Staff members can enrol in French language courses that are pertinent to the delivery of service.</p> <p>A mixture of separate mandatory and legal</p>	<p>Continue the use of formal services and French-speaking client advocates</p> <p>Utilizing the staff languages identification inventory, develop and communicate to staff the procedure for accessing services in the French language</p> <p>Continue to work with Human Resources to include French language skills in recruitment qualifications and determine what the appropriate interview/skills testing processes would involve</p> <p>Will begin preliminary discussion about whether</p>	<p>Staff languages identification inventory has been completed. There are currently 10 employees who have the ability to converse in French.</p> <p>Ontario Works office at 1550 Upper James has been designated as the office where French language service is provided.</p> <p>Work with Human Resources has commenced with regard to including French-speaking as an asset under qualifications, while working within complement and respecting collective agreements</p>	<p>Work with Human Resources and other appropriate divisions to review recruitment strategies, testing and learning plans, with regard to French Language Services</p> <p>Review that screening, testing and/or interviewing is respectful of the collective agreement language.</p> <p>Staff may be actively encouraged to take French courses if deemed appropriate in their learning plans</p> <p>Linkages to appropriate French Service providers</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
	<p>English, French and bilingual forms from the province are currently available</p> <p>Multilingual one-pagers for special notifications are included as a cheque insert to advise non-English speaking client to find someone to read the information to them.</p>	<p>designations of cross-programming positions with Housing and Child Care would be viable and within complement</p> <p>Review of local forms for English/French on-going</p> <p>Staff training includes FLS awareness</p>	<p>Created bilingual job descriptions for the Case Manager, Team Clerk, Receptionist and Intake Clerk</p> <p>French Language Services awareness training program planned for staff beginning in Q1 2011. It has been incorporated as part of SAIL Training focusing on Customer Service Standards along with Accessibility for Ontarians with Disabilities Act</p>	<p>internally/externally considered in web design</p> <p>French Language Services will continue to be part of formal staff training</p>
<p><b>Accountability for French language service provision</b></p> <ul style="list-style-type: none"> <li>• Administrative policies and procedures; easily accessed by any staff member; reviewed at board level</li> <li>• Reflected in management practices; senior manager accountable for FLS</li> <li>• Annual summary on FLS</li> <li>• Other</li> </ul>	<p>Intranet - OWNet is current and used for communicating all policies, procedures, requirements, letters, and forms. All policies and procedures require management approval.</p> <p>Senior administrator is responsible for all aspects of service provision.</p> <p>Annual report to Council on-going</p>	<p>Continue to develop a co-ordinated working group (OW, Housing, Child Care) to collaborate on FLS plans developed</p> <p>FLS Action Plans are reviewed and approved by the Divisional Director</p> <p>FLS Report to Council in Q1</p>	<p>Working cross-divisionally:</p> <ul style="list-style-type: none"> <li>- FLS documentation on a “permissions only” drive accessed and updated by those in OW, Child Care and Housing working on their divisional plans. The intent is to share progress, ideas, etc.;</li> <li>- a departmental project manager participates in the review of developing plans, meeting and communicating with OW, Child Care and Housing</li> </ul> <p>Report to Council based on</p>	<p>Conduct on a periodic basis, a French Language Service audit</p> <p>Create an OW working group to administer approved action plans as they are developed</p> <p>Include OW Net as part of identifying key documents and communications</p> <p>Policies and procedures to align with any changes made to accommodate service in French</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
			FLS Action Plans for 2009/10, orienting them to the requirements of FLSA	French Language Services will continue to be part of formal staff training
<p><b>Quality of services</b></p> <ul style="list-style-type: none"> <li>• Service linguistically and culturally appropriate</li> <li>• Service based on an understanding of French-speaking clients' needs</li> <li>• Other</li> </ul>	<p>Needs of the community are captured through attendance of members at Centre de Santé or SISO community committee meetings</p> <p>Clients can access service in French through case workers on site at the Centre de Santé</p> <p>Staff that can speak French are asked to assist in the provision of service</p>	<p>By Q2 2011 begin work on business process review and planning to determine next steps in service provision</p> <p>Utilize staff with the ability to speak French, French-speaking client advocates, and appropriate, approved community agencies.</p>	<p>Review how the needs of the community are currently captured and report recommendations to management</p> <p>Staff are aware and responsive to the needs of clients requiring service in French whether verbal or written</p>	<p>Incorporate FLS into satisfactions surveys and review results related to the delivery of services in French</p> <p>Review business processes on an on-going basis to ensure alignment with action plan commitments</p> <p>Communicate and document the scope of services to be offered in French</p> <p>Review how needs of the community are currently captured and report recommendations to management</p>
<p><b>Communication with stakeholders including correspondence, telephone and over the counter services</b></p> <ul style="list-style-type: none"> <li>• French correspondence (letters and e-mails) are</li> </ul>	<p>Services in French can be provided during all hours of operation at this time through interpreter services or during office hours if staff who speak French are accessed</p>	<p>Staff have access to a list of staff volunteers and community agencies that can be reached</p> <p>Continue to utilize provincial forms and SDMT</p>	<p>Display key posters, pamphlets, brochures, forms in French as available</p> <p>Orient staff to the use of tools supplied by</p>	<p>Recorded message advising how to access FLS to be provided in French.</p> <p>Provide web-based</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
<p>answered in French</p> <ul style="list-style-type: none"> <li>• Recorded message in French and English</li> <li>• Key sentences are used to transfer French calls</li> <li>• Receptionist answers in French and English</li> <li>• Other</li> </ul>	<p>All French publications are given equal prominence to those in English</p> <p>Currently correspondence is responded to in English only</p> <p>Do not have Reception greetings or transfer messages in French at this time as we have no formal/immediate means for providing all services in French once clients get through</p> <p>Multilingual one-pagers for special notifications are included as a cheque insert to advise non-English speaking client to find someone to read the information to them.</p>	<p>as required</p> <p>Will continue to identify key documents and post on OWNet</p>	<p>MCYS/MCSS during training in Q1 of 2011</p> <p>Reviewed the process and outcomes presented by phone and counter services presented in French</p>	<p>linkages to community providers of services in French</p>
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>• At entrance and at reception</li> <li>• Interior and exterior signs</li> <li>• Other</li> </ul>	<p>Signage is currently not posted in French</p>	<p>Post temporary signage at designated locations</p>	<p>Have inventoried and photographed signage at all sites (Including Service Canada) to determine what signage should be in French and where it would be posted</p>	<p>Research costs associated with changing signage permanently at all locations</p> <p>Costs and resources required for changing signage reviewed by management</p> <p>Create a signage plan that mirrors implementation and</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
				based on funding
<b>Public consultations</b> <ul style="list-style-type: none"> <li>• Translation available at public consultations</li> <li>• Separate English and French consultations</li> <li>• Other</li> </ul>	French speaking public is notified of public consultations through the organizations with which we have contracts for translation/interpretation services.	Ensure French speaking clients accessing services are notified of public consultations.	French translation arranged as needed at consultations	Identify an alternative process for public consultations with French speaking public and assess the associated costs
<b>Translation of written materials</b> <ul style="list-style-type: none"> <li>• Conducted by professional translators</li> <li>• Other</li> </ul>	Provincially provided documents are available in French or bilingual  Currently promotional materials are not available in both English and French	Identify core documents that must be available in French  Continue use of interpreters/translators for English only documents	Documents and pamphlets will be translated into French upon request	Cost assessment and translation of core documents
<b>Complaints resolution</b> <ul style="list-style-type: none"> <li>• Policy and procedure in place</li> <li>• Client Satisfaction surveys available in French and English</li> <li>• Other</li> </ul>	The public has access to English comment cards.  Participants can bring issues to case worker and also formal appeal process.  Currently clients may have a French-speaking advocate to represent.  Currently no formal procedure to handle complaints resolution in French. Would use interpreter services.	By Q2 2011 begin business process review and that will include the complaints resolution process	Reviewed and identified the need to update through business process planning and communicate to all stakeholders.  French speaking Program Managers will be utilized for complaints process. Information communicated to the FLS Legal Clinic.	Business Process Development that includes the complaints resolution needs of French-speaking clients – process, translation, etc. as part of offering services in a FLSA designated area  Include changes in policies and procedures  Incorporate into formal staff training



**French Language Services Strategies for Early Learning & Child Development**

**Ministry of Children and Youth Services and Ministry of Community and Social Services – Hamilton/Niagara Region**

**Service Provider Name: City of Hamilton**  
**Program(s): Social Development and Early Childhood Services**  
**Location(s): City of Hamilton**  
**Designated areas served: City of Hamilton**

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
<p>Access to client services in French</p> <ul style="list-style-type: none"> <li>• Availability of service (oral and written)</li> <li>• An adequate number of(English/French) bilingual positions</li> <li>• Active offer of service; general population informed of FLS</li> <li>• Other</li> </ul>	<p>Clients are asked to bring an interpreter of their choice with them.</p> <p>We've provided brochures for families to aid them in finding French services in our community.</p> <p>No (English/French) bilingual positions have been identified.</p> <p>The inventory of FLS Early Years services which was developed by the Regional French Language Network for Best Start (RFLN) could be utilized as a resource to inform French speaking families about available services.</p>	<p>French Community to partner through the use of their space to facilitate meetings.</p> <p>Partner with our French Community - write a one page description of the services we offer for our French community partners to use to inform parents</p>	<p>City Of Hamilton &amp; Centre de santé have signed a legal agreement to work together. One French resource and one City of Hamilton Child Care Eligibility Worker will support families applying for Fee Subsidy at Centre de santé.</p> <p>The inventory of FLS Early Years services has been utilized as a resource to inform French speaking families about available services.</p> <p>French brochure was created to provide a description of the services that we offer parents through Child Care Fee Subsidy.</p>	<p>At intake, confirm the language of preference with clients (French or English)</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
		<p>Increase the availability of information about services through the creation of brochures</p>	<p>City of Hamilton has developed a brochure in French to assist families with applying for Child Care Subsidy. Brochures have been distribute to all OEYC/CPEO, Child Cares and Schools</p> <p>New updated "Services pour les enfants de 0 à 6 ans' brochure" have been distributed through ASCY and City of Hamilton departments that provide services for families.</p> <p>The Draft Hamilton Parent Charter has been translated into French. An online survey was translated in French to collect feedback. A final Hamilton Parent Charter will be distributed in French.</p> <p>As part of the Recruitment &amp; Retention committee plan under the Best Start initiative, French brochures and a French banner were created to help recruit and retain ECE's in our community.</p> <p>The Hamilton Community Plan has also been</p>	<p>Continue to build on what we have learned to serve the French community better.</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
		<p>Work with HR to devise a plan to make being (English/French) bilingual an asset under qualifications.</p> <p>Identify the number of staff with French language skills and keep a list of all bilingual staff close at hand.</p>	<p>translated by an accredited translator for the French community.</p> <p>Human Resources at the City of Hamilton have agreed to update descriptions for new hires on specified positions.</p> <p>Number of staff with French Skills identified. See long term strategies.</p>	<p>Add French fluency to job postings</p> <p>-Place bilingual job postings with Francophone Employment Centre(s) among other sources of recruitment.</p> <p>-Consider designating bilingual position(s)</p>
<p>Accountability for French language service provision</p> <ul style="list-style-type: none"> <li>• Administrative policies and procedures; easily accessed by any staff member; reviewed at management level</li> <li>• Reflected in management practices; senior manager accountable for FLS</li> <li>• Annual summary on FLS; submitted to board</li> <li>• Other</li> </ul>	<p>Informal accountability to manager</p> <p>Currently no related policies and procedures</p>	<p>Develop Audit Process and reporting back to ensure staff, Management teams, and Council are oriented to the requirements of the FLS.</p>	<p>Presently all activities of the French Language Services are shared with the division and posted on our internal computer system for staff to view.</p> <p>Council report for information will be written by our department to keep our Hamilton Council aware of the changes to the way we provide services to the community through this initiative.</p>	<p>Policies and Procedures documented.</p> <p>Strategic planning shall reflect a commitment to the provision of FLS</p> <p>Annual summary on FLS progress be submitted as information to Council</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
<p>Quality of services</p> <ul style="list-style-type: none"> <li>• Service linguistically and culturally appropriate</li> <li>• Service based on an understanding of French-speaking clients' needs</li> <li>• Other</li> </ul>	<p>The connection between the City of Hamilton and the French Language Early Learning Advisory Committee (Francophone Supervisors Network) ensures quality services in French within the child care system.</p> <p>Work directly with French Community.</p> <p>The City's support through the funding of an early years French speaking consultant has increased the quality of early learning and child care services for Francophone families and has created a greater capacity to understand and respond to the needs of the Francophone families with young children.</p>	<p>Work with the French Service Provider Community to identify and resolve any issues that may impact on quality of services and develop an action plan.</p> <p>Ensure staff, management teams and Council are oriented to the requirements of the FLSA (see long term as well)</p>	<p>City of Hamilton's Child Care Systems Support gets feedback from our French representative through Affiliated Services for Children &amp; Youth (ASCY). Through connections with:</p> <ul style="list-style-type: none"> <li>• French Supervisors Network</li> <li>• Regional French Language Network</li> <li>• Local French Early Learning and Child Care Programs</li> <li>• Local French CPEOs.</li> </ul> <p>This ensures quality.</p> <p>Creation of an internal checklist will be used to assure quality activities are completed.</p>	<p>Formally document process</p> <p>Share policies and procedures with staff.</p> <p>Develop strategies to ensure that there is a progressive plan in place for programs and services to respond to identified needs.</p> <p>Work with the French Community to develop focus groups with parents /caregivers to identify and resolve any issues that may impact on quality of services and develop an action plan.</p>
<p>Communication with stakeholders including correspondence, telephone and over the counter services</p>	<p>We have an agreement with Affiliated Services for Child &amp; Youth (ASCY) to contract French services support. We also hire</p>	<p>Research costs to provide enhanced services.</p>	<p>Currently funds used for translation services are part of the Best Start Initiative funding. Cost to provide accredited</p>	<p>When key staff is in place:  Use the tools that the MCYS/MCSS supplied.</p>

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
<ul style="list-style-type: none"> <li>• French correspondence (letters and e-mails) are answered in French</li> <li>• Recorded message in French and English</li> <li>• Key sentences are used to transfer French calls</li> <li>• Receptionist answers in French and English</li> <li>• Other</li> </ul>	<p>professional translators.</p> <p>No French reception greetings or transfer messages as we do not have anyone on staff to assist clients once they get through.</p> <p>French resources are available in hard copy and on our website - including our Child Care Plan; Link to French Early Literacy Centres and French services brochure</p>	<p>We have an agreement with ASCY to contract French services support. We also hire professional translators.</p> <p>Find an approach that would satisfy the needs of the French Community.</p> <p>Orient staff to French Language Services.</p> <p>Display posters, pamphlets, brochures and forms in both English and French</p>	<p>translation services have been documented internally.</p> <p>We have an agreement with Affiliated Services for Child &amp; Youth (ASCY) to contract French services support. We also hire professional accredited translators.</p> <p>Staff will be doing a review of written communication needs with clients that receive service from our team at Centre de santé.</p> <p>Staff are aware of the French Language Services.</p> <p>Posters, pamphlets and brochures are displayed in waiting areas and distributed to the community.</p>	<p>Orient Staff to the tools</p> <p>Build capacity for French correspondence.</p> <p>Build in the capacity to respond to French callers and in person inquiries at all times.</p> <p>Business cards for bilingual staff in both languages.</p>
<p>Signage</p> <ul style="list-style-type: none"> <li>• At entrance and at reception</li> <li>• Interior and exterior signs</li> <li>• Other</li> </ul>	<p>Not at this time</p>	<p>Document signage areas – Based on our temporary location we have decided that laminated signs are sufficient in the interim..</p>	<p>Temporary signage has been posted.</p>	<p>Permanent English/French signs posted in new building.</p>
<p>Public consultations</p> <ul style="list-style-type: none"> <li>• Translation available at public consultations</li> </ul>	<p>We normally have the French Community present</p>	<p>Continue to have access to French partners at events</p>	<p>Presently meeting obligations through our</p>	

Topics	Current Capacity	Short-Term Strategies	Outcomes Due December 1, 2010	Long-Term Strategies
<ul style="list-style-type: none"> <li>• Separate English and French consultations</li> <li>• Other</li> </ul>	<p>and they are able to breakout into French facilitated groups.</p>		<p>agreement with ASCY.</p> <p>Best Start activities provided in French. (example: provided French survey for the new Hamilton Parent Charter for feedback as well as conducting focus groups in French)</p>	
<p>Translation of written materials</p> <ul style="list-style-type: none"> <li>• Conducted by professional translators</li> <li>• Other</li> </ul>	<p>Important documents are sent out to Professional Translators</p>	<p>Translation of documents such as a survey would depend upon the availability of funds and by priority of importance.</p>	<p>Presently meeting the need of the French Community by providing brochures and posters translated by an accredited translator to French.</p>	<p>Needs assessment to be done to assess the need and cost to translate written material.</p>
<p>Complaints resolution</p> <ul style="list-style-type: none"> <li>• Policy and procedure in place</li> <li>• Client Satisfaction surveys available in French and English</li> <li>• Other</li> </ul>	<p>Handled the same way as any other complaint with the client bringing in their own translator.</p> <p>Satisfaction surveys have been provided in both French and English when the funding is available to support both translation and analysis of the information collected.</p>	<p>Review existing Policies &amp; Procedures to make sure that they are inclusive of French Language Services and include the rights of French speaking clients.</p> <p>Translation of survey would depend upon the availability of funds by priority of importance</p>	<p>Policies &amp; Procedures have been written for the appeal process.</p>	<p>Document approved Policies &amp; Procedures and share with staff</p> <p>Complaint resolution to be translated to French.</p> <p>Annual/random surveys or focus groups on customer satisfaction for both service providers and clients. This would depend on the availability of additional funding and resources to collate the data collected and translate it back. Request to MCYS for increased funding.</p>

**French Language Services Plan for 2009/10 or 2009**

**Ministry of Children and Youth Services and Ministry of Community and Social Services – Hamilton/Niagara Region**

The French Language Services Plan template has been developed to assist transfer payment agencies and CMSMs providing ministry-funded services in communities designated under the FLS Act. As an internal process, service providers may want to complete the FLS Environmental Scan to help determine quick-wins and areas of priority for development within identified timelines.

A FLS Service/Action plan is to be **completed and returned** to the Program Supervisor **by December 1, 2010**.

**Service Provider Name: City of Hamilton, Community Services Department**

**Program(s): Consolidated Homelessness Prevention Program and Domiciliary Hostel Program (The Emergency Fund is addressed in the OW FLS Submission)**

**Location(s): 55 Hess Street, 23<sup>rd</sup> floor and 250 Main St. East, Hamilton**

**Designated areas served: City of Hamilton**

A French Language Service Plan should include the following topics:

Topics	Current Capacity (December 2009)	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
<p><b>Access to client services in French</b></p> <ul style="list-style-type: none"> <li>• Availability of service (oral and written)</li> <li>• An adequate number of bilingual positions</li> <li>• Active offer of service; general population informed of FLS</li> <li>• Other</li> </ul>	<p>The CHPP and Domiciliary Hostels programs are both delivered through contracts with agents. CHPP staff are primarily involved with monitoring the contracts. Domiciliary Hostels staff interact with clients and are present in the contracted Domiciliary Hostels to assess eligibility for subsidy.</p> <p>Each CHPP-funded agency has its own plan for provision of services in French. What these plans entail is not known.</p> <p>Domiciliary Hostel case</p>	<p>The 2010 Service Plan will request that CHPP-funded agencies outline their approach to the provision of services in French.</p> <p>CHPP and the Domiciliary Hostels Program will work closely with the Ontario Works program to explore strategies for improving availability of French language services.</p>	<p>CHPP-funded agencies were asked to include information on the availability of services in French and other languages in their 2010 CHPP Service Plans.</p>	<p>A notice will be sent to agencies funded through CHPP and Domiciliary Hostels Program in 2011 reminding them of the fact that they are contracted to provide a service covered by the FLS Act in a designated area.</p>

Topics	Current Capacity (December 2009)	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
	managers use translation services from SISO (Settlement and Integration Services Organization) when working with clients who wish to receive service in French. The contracted Domiciliary Hostels have limited ability to provide services in French.			
<b>Accountability for French language service provision</b> <ul style="list-style-type: none"> <li>• Administrative policies and procedures; easily accessed by any staff member; reviewed at board level</li> <li>• Reflected in management practices; senior manager accountable for FLS</li> <li>• Annual summary on FLS; submitted to board</li> <li>• Other</li> </ul>	<p>The provision of French language services is not currently documented in the annual CHPP Services Plans nor is it specified in the contracts with CHPP-funded agencies.</p> <p>The Domiciliary Hostels contracts do not currently reference French Language Services.</p>	<p>The 2010 Service Plan will request that CHPP-funded agencies outline their approach to the provision of services in French.</p> <p>Annual FLS reports will be made to Council annually.</p>	<p>The CHPP Service Plans are revised annually by the agencies. The 2010 Service Plan provided a useful tool to assess the current state of French Language Services.</p> <p>Report to Council based on FLS Action Plans for 2009/10, orienting them to the requirements of FLSA.</p>	<p>Beginning in 2012, CHPP-funded agencies will be asked to provide an update on their provision of services in French. Policies, procedures and records of trainings will be included in their files.</p> <p>The Domiciliary Hostels Program is undergoing a review in 2011. One component of the review will be to understand the current capacity of Domiciliary Hostels to provide service in French. It will also explore with Legal Services the possibility of including the requirement for providing French-language services in its contracts with Domiciliary Hostels.</p>
<b>Quality of services</b>	Services provided by the	The 2010 Service Plan will	A review of the service	The CHPP and Domiciliary



Topics	Current Capacity (December 2009)	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
<ul style="list-style-type: none"> <li>• Service linguistically and culturally appropriate</li> <li>• Service based on an understanding of French-speaking clients' needs</li> <li>• Other</li> </ul>	<p>City of Hamilton for CHPP and Domiciliary Hostels in French are largely provided through translation services.</p> <p>Each CHPP-funded agency has its own plan and approach. No assessment has been made as to the quality or appropriateness of these services.</p>	<p>request that CHPP-funded agencies outline their approach to the provision of services in French.</p>	<p>plans reveals that while some agencies have French-speaking staff not all do. This indicates a need for strategies to ensure that services are accessible.</p>	<p>Hostel Programs will work with Ontario Works to explore strategies to improve the quality of service delivered directly through the City of Hamilton.</p> <p>A meeting will be held in 2011 with CHPP-funded agencies to discuss strategies for meeting the requirements of the FLS Act.</p> <p>Implementation of strategies will be supported with technical assistance.</p> <p>The Domiciliary Hostels Program review will assess the quality of services provided including FLS.</p>
<p><b>Communication with stakeholders including correspondence, telephone and over the counter services</b></p> <ul style="list-style-type: none"> <li>• French correspondence (letters and e-mails) are answered in French</li> <li>• Recorded message in</li> </ul>	<p>The City of Hamilton does not currently include recorded messages in French. If correspondence is received in French, it would be responded to in French through translation services if required.</p> <p>Each CHPP-funded agency has its own plan</p>	<p>The 2010 Service Plan will request that CHPP-funded agencies outline their approach to the provision of services in French.</p>	<p>It has been determined that approaches are inconsistent. Most agencies would respond to French correspondence in French with outside assistance if necessary. Few agencies answer the phone in French and English and few have recorded messages in</p>	<p>The CHPP and Domiciliary Hostels Programs will coordinate with Ontario Works to explore strategies to improve communication with stakeholders in French.</p> <p>Funded agencies will be asked to identify policies, practices and resources</p>

Topics	Current Capacity (December 2009)	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
<p>French and English</p> <ul style="list-style-type: none"> <li>• Key sentences are used to transfer French calls</li> <li>• Receptionist answers in French and English</li> <li>• Other</li> </ul>	<p>and approach. No assessment has been done regarding their plans to communicate with clients and other stakeholders in French.</p>		<p>French.</p>	<p>that are currently in use.</p> <p>Theses will be shared amongst the agencies.</p> <p>Resources from the Ministry will be shared with agency staff as well.</p> <p>Additional resources will be found/created as necessary.</p>
<p><b>Signage</b></p> <ul style="list-style-type: none"> <li>• At entrance and at reception</li> <li>• Interior and exterior signs</li> <li>• Other</li> </ul>	<p>The City of Hamilton does not use appropriate signage in its offices.</p> <p>It is not known what provisions CHPP-funded agencies have made for appropriate signage.</p> <p>Contracted Domiciliary Hostels have made limited provision for signage in French.</p>	<p>The 2010 Service Plan will request that CHPP-funded agencies outline their approach to the provision of services in French.</p>	<p>As with the item above, current practices have been determined to be inconsistent. There is currently limited signage in most agencies.</p>	<p>The CHPP and Domiciliary Hostels Programs will coordinate with Ontario Works to explore appropriate signage for its offices.</p> <p>Agencies will be asked to share signage.</p>
<p><b>Public consultations</b></p> <ul style="list-style-type: none"> <li>• Translation available at public consultations</li> <li>• Separate English and French consultations</li> <li>• Other</li> </ul>	<p>In the City's role as Service System Manager for Homelessness, we do not currently make translation available at public consultations nor have we received requests to do so.</p>	<p>Research the options available for provision of translation services at public consultations</p>	<p>The CHPP program has a staff member who has been certified in business French who can assist at consultations.</p>	<p>The availability of French translation will be noted in invitations to public consultations.</p>
<p><b>Translation of written materials</b></p> <ul style="list-style-type: none"> <li>• Conducted by</li> </ul>	<p>In the City's role as Service System Manager for Homelessness,</p>	<p>Identify and review key documents that may require translation</p>	<p>There are relatively few key documents. Available services are advertised</p>	<p>The City will work with the Mental Health and Street Outreach team to have the</p>

Topics	Current Capacity (December 2009)	Short-Term Strategies	Outcomes 2010	Long-Term Strategies
professional translators <ul style="list-style-type: none"> <li>• Other</li> </ul>	<p>material is not routinely made available in French. Material would be translated by a professional translator if requested and appropriate.</p> <p>Application forms for subsidy through the Domiciliary Hostels Program and Ontario Works are available in French.</p>		<p>primarily via Inform Hamilton, the City of Hamilton's website and Service Cards listing all local services for people experiencing homelessness produced by the Mental Health and Street Outreach Team.</p>	<p>services translated into French.</p>
<p><b>Complaints resolution</b></p> <ul style="list-style-type: none"> <li>• Policy and procedure in place</li> <li>• Client Satisfaction surveys available in French and English</li> <li>• Other</li> </ul>	<p>The City of Hamilton's licensing regime includes a complaint form for Domiciliary Hostels. The complaints are addressed by Public Health Services.</p>		<p>The Housing and Homelessness Division's current complaints process does not use printed forms. This may place a burden on people who do not speak English as their first language or at all.</p>	<p>The Housing and Homelessness Division will explore the development of a complaint form that can be made available in French. This will be shared with Agencies at the appropriate time.</p> <p>The Domiciliary Hostels Program will advocate with Public Health Services for their complaint form relating to Domiciliary Hostel Services be made available in French.</p>