

ADSAB Policies and Procedures

Category: Employee Information	Created date	Mar 1992	by	D. Court
	Reviewed date		by	
Details: French Language Services Summary	<input checked="" type="checkbox"/> Amended date	June 22, 2006	by	Board
	Note: Board	Note: Board resolution June 22, 2006, Sep 22, 2005, Sept 23, 2004, Feb 26, 2004		
	<input checked="" type="checkbox"/> Web updated	by L. Ambeault Jun 23, 2006		

Link to:

- [Proficiency Chart](#)
- [Position Rating](#)

Overview:

The French Languages Services Act requires the provision of service in French to specified areas within the province. The District of Algoma is a specified area within that legislation. The Act does not require that individual municipalities provide French services.

The Act requires the submission of formal plans to ensure the provision of services in French. The Board approved the development of such a plan in December 1988. A preliminary plan was submitted in May 18, 1989. An updated plan was submitted in April 1991 as due to staff turnover and other events many of the changes required had, in fact, occurred. The Board had its final plan approved and received formal designation under the Act in March 1992. The designation as this Board as a FLS agency continued with the establishment of the DSSAB in February 1999.

The move to provision of the required services was generally smooth because prior to the passing of the Act, the Board had purposely hired French speaking staff because a significant portion of the client group needed this service. Throughout, the Board has viewed the issue as primarily a client service issue and not a language issue. The Board feels it has an obligation to appropriately serve all applicants in the language in which they are best able to communicate. Due to the high percentage of Francophone clients, the ability to respond in French is of necessity more formalized and more institutionalized.

The F.L.S. plan is a lengthy detailed planning document. Following are key elements of that document and brief summaries of the

Visitor #

commitments outlined within the plan. The plan is broken down into sub-plans for each administrative area and is designed to reflect the French language needs in that area. Application of the plan in each area office may vary from the following overall commitment.

Communication:

Communication with clients or agencies are generally in the form in which the request or inquiry is received. Telephone inquiries normally require a telephoned response. Written inquiries require a written response.

If the client is being denied a benefit or if the agency inquiry is controversial it is essential to have all responses in writing. It is absolutely essential if an applicant or client is being denied a benefit under the mandatory provisions of any of the programs the Board administers, that the denial be in writing.

Communications will be in French to those clients, agencies or members of the public who request it. Availability of Francophone service will be made widely known. Wherever possible, members of other minority language groups will be dealt with in the language of their choice. All requests for translation services other than French will be reviewed by the CAO. The Board accepts as a reality, the multi-cultural nature of Canadian society and the importance of having clients communicate in the language in which they are fluent.

Applicant or clients who request a language preference for French will be identified as such in the appropriate system. This designation will lead to correspondence being printed in French.

Cheque inserts or other material broadly distributed to all clients will be in English and French.

A standard telephone response has been developed to inform callers of the presence of French language services. When a caller responds in French the call should be answered in French where possible. If a first person response is not possible, an internal referral of the telephone call will occur so that a bilingual worker can respond to the call. Each office will have a system developed to ensure a French response to inquiries as needed.

At the Head Office Resource Library there is a book called Human Services Glossary which has the French /English versions of common social service terms.

Signage, Calling Cards and Letterhead:

Bilingual signage will occur at the Board's Head Office and all area offices. Calling cards and letterhead will be bilingual.

Board Agenda, Minutes, Reports

The agency working language is English. However, select reports, minutes etc. may be translated on request. Refer all such requests to the CAO.

Forms:

All legal forms provided by the Ministry should be available in French/English. If the language of the application is French, the forms signed by the client should be in French. Internal working documents will be in English. In-house forms which clients sign or which clients receive to explain programs will be available in French.

As in-house forms are developed, the Support Services Manager will arrange for identified forms to be translated.

Advertisements:

If the position is bilingual and a broadly based search is required the advertising will occur in French publications in French (see Director of Operations for Francophone Media listings). Advertisements in English publications will state "bilingual required" and will state in French that detailed position requirements are available in French.

Exceptional advertising will occur if a bilingual person is essential to meet the obligations of the F.L.S. plan. Most positions will be advertised noting bilingualism as an asset.

Public Speaking Requests:

Requests for presentations on social service issues in French must be directed to the CAO. Arrangements exist with other Boards to respond to such requests.

Hiring Process:

For positions that are bilingual, the proficiency testing will be performed prior to interviewing a candidate to determine the skill of the applicant. Only those with the appropriate proficiency level will be considered.

Supplies:

A French dictionary and Thesaurus will be available in each Board office.

General: The FLS plan provides that present employees will not lose their present position as a result of the implementation of the plan. New employees or employees transferring into a position must meet qualifications for the position being filled. Bilingualism is an asset for most positions but ability to perform the work of the position is essential.

Resolution from June 22, 2006 Board Meeting

Moved by Scot Reinhardt

Seconded by Howard Whent

Resolve that the Board approve the changes to the ADSAB French Language Services policy as presented by the French Language Committee, and amended. Staffing goals will be removed and staff will ensure French Language needs will be met as required.

Proficiency Levels

<p>Beginner (total score 10-260) 0-95 is no proficiency 100-145 is memorized proficiency 150-245 is elementary proficiency</p>	<ul style="list-style-type: none"> • Minimum comprehension of the language; uses isolated words only • Can eventually name everyday objects, colors, family members, dates, etc. • Uses, at best, a telegraphic style Relies on memorized phrases for communication
<p>Elementary (265-400) 250-345 is advanced elementary proficiency 350-395 is basic working proficiency</p>	<ul style="list-style-type: none"> • Understands simple questions and gives basic responses on familiar subjects • Use of phrases and vocabulary is imprecise • Can manage simple everyday situations • Pronunciation and expression errors are frequent • May meet minimum courtesy requirements (greetings, saying goodbye) • With repetition, is understandable to French (native tongue) speakers
<p>Intermediate (405-600) 400-445 is working proficiency 450-495 professional</p>	<ul style="list-style-type: none"> • Can participate in normal face-to-face conversations • Knows basic grammatical structures, but lacks consistency • Can express requests to meet daily survival requirements • Functions in most travel and lodging situations • Weak understanding of social

proficiency	<ul style="list-style-type: none"> conventions or conversations • Pronunciation is understandable to French (native tongue) speakers
Basic working proficiency (605-780)	<ul style="list-style-type: none"> • Understands the gist of most everyday conversations • Good understanding of basic grammatical structures • Capable of describing, summarizing and narrating • Uses past, present and future • Manages complicated situations related to daily life • Can describe a daily routine, give directions, explain a film or an article, or discuss projects • Can participate in most social conversations and is understandable to French (native tongue) speakers not used to communicating with foreigners
Advanced working proficiency (785-900)	<ul style="list-style-type: none"> • Communicates effectively on familiar subjects • Has good understanding of vocabulary and grammar, but rarely both • Able to meet most work requirements • Method of expression is often acceptable and effective • Understandable to French (native tongue) speakers
Professional proficiency (905-960)	<ul style="list-style-type: none"> • Almost complete understanding in face-to-face conversations • Speaks with precision and with sufficient vocabulary • Makes errors in seldom used or complex expressions • Can explain abstract concepts and express opinions • Can be easily understood by French (native tongue) speakers • Speech flows normally

Advanced professional proficiency (965-990)

- Able to meet work requirements, covering a broad range of sophisticated and difficult tasks
- Can formulate hypotheses and arguments
- Makes a few errors in rarely used and very complex phrases

Position Rating

Position	Level of Proficiency	Score level
Paramedic	Advanced Elementary Proficiency	250-345
Integrated Access Support (formerly Area Intake)	Intermediate Working Proficiency	400-445
Case Manager/Integrated Access Workers	Intermediate Working Proficiency	400-445
Housing Custodians	Beginner Elementary Proficiency	150-245
Program Assistant	Intermediate Working Proficiency	400-445
Special Workers	Intermediate Working Proficiency	400-445
Management Group	Intermediate Working Proficiency	400-445