

2017 French Language Service (FLS) Plan

CMSM/DSSAB Details	
CMSM/DSSAB Name:	Manitoulin-Sudbury District Services Board
Full address of CMSM/DSSAB:	210 Mead Blvd. Espanola, ON P5E 1R9
Contact Information of the Person that Completed the FLS Plan	
Name:	Lori Clark
E-mail:	lori.clark@msdsb.net
Phone number:	705-862-7850 ext.150
Designated Area Served:	20 District of Sudbury (All)
If multiple Designated Areas are served, please indicate which ones:	

**2017 French Language Service (FLS) Plan
Fee Subsidy**

The Recipient shall, in areas designated under the French Language Services Act, R.S.O. 1990, c. F.32, ("French Language Services Act"), have the capacity to provide services in French to Francophone parents applying for fee subsidy.

Number of families (if known) who received French language fee subsidy services in the last calendar year.	
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Do you have any staffing capacity to offer Fee Subsidy in French?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list positions delivering French language fee subsidy services. Please identify whether the position is child care only or integrated with other social services. Estimated level of French proficiency (intermediate, advanced, superior).	
Positions: Integrated Program Assistant, Case Manager, Director of Integrated Social Services. Level of French Proficiency is superior.	
Do you have full capacity (from reception to case management including complaint resolution)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	Action plan (Please include timelines)
Do you have a mechanism or mechanisms to identify a French language client (such as at intake)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Describe	Action plan (Please include timelines)
A standard telephone response has been developed to inform callers of the presence of French language services. Communication with applicants is generally in the form in which the request or inquiry is received.	

Additional Information (optional):

**2017 French Language Service (FLS) Plan
Special Needs Resourcing**

Additionally, the Recipient shall ensure that special needs resourcing services are available in French to Francophone organizations, as well as Francophone parents/guardians and their children;

Applicable <input checked="" type="checkbox"/>
Not Applicable (i.e. no French child care operators) <input type="checkbox"/>

Number of agencies (if known) who received French language SNR services in the last calendar year.	3
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Number of families (if known) who received French language SNR services in the last calendar year.	It is unknown how many families received French language SNR services. We continue to work with the POS agency to develop a reporting mechanism to track this information.
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Number of children (if known) who received French language SNR services in the last calendar year.	It is unknown how many children received French language SNR services. We continue to work with the POS agency to develop a reporting mechanism to track this information.
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Is SNR services delivered directly by your CMSM/DSSAB or through a POS?	CMSM/DSSAB <input type="checkbox"/> POS <input checked="" type="checkbox"/>
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Do you or your POS agency/agencies have any staffing capacity to offer Special Needs Resourcing in French?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list positions delivering French language SNR services. Estimated level of French proficiency (intermediate, advanced, superior).	
The POS agency has confirmed that they have 1 FTE SNR worker who is bilingual. This worker provides service to our French child care programs in the language parents and staff choose. We are working on developing a reporting mechanism to track how often services are accessed by children, families and staff in French.	
Do you have full capacity (from reception/intake to case management including complaint resolution)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	Action plan (Please include timelines)
Do you have a mechanism or mechanisms to identify a French language client (such as at intake)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Describe	Action plan (Please include timelines)
For the purposes of SNR, clients have the option of receiving services in French or English. The SNR worker will confirm the language preference of the family with the child care program as the child care program has established communication preferences with the client.	

Additional Information (optional):

**2017 French Language Service (FLS) Plan
Purchase of Service - Licensed Child Care**

Additionally, the Recipient shall have capacity of providing services in French to Francophone organizations with agreements for fee subsidy and/or general operating;

Applicable <input checked="" type="checkbox"/>
Not Applicable (i.e. no French child care operators) <input type="checkbox"/>

Number of agencies (if known) who received French language services in the last calendar year.	4
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Do you have any staffing capacity to offer POS services in French to Francophone organizations with agreements?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list positions delivering French language POS services. Please identify whether the position is child care only or integrated with other social services. Estimated level of French proficiency (intermediate, advanced, superior).	
The position used would depend on the inquiry from the POS agency. French language services are available from the Integrated Program Assistant, Case Manager and Director of Integrated Social Services, all three positions have a superior level of French proficiency.	
Do you have full capacity to deliver POS services in French (from initial contact to on-going contract management including complaint resolution)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	Action plan (Please include timelines)

Do you have any capacity to offer Capacity Building in French to Francophone organizations?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list some sample French Capacity Building initiatives.	
French language opportunities are currently available to child care programs based on need and individual conversations. We are moving toward a more active offer of French language opportunities for capacity building sessions, beyond providing materials in French. This will continue to be on our radar as we plan for district wide professional learning opportunities. many capacity building initiatives are agency driven and thus held in the language chosen by the agency.	
Do you have full capacity to support Capacity Building in French (from planning to delivery)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	Action plan (Please include timelines)

Additional Information (optional):

2017 French Language Service (FLS) Plan

Ontario Early Years Services and/or Child Care Resource Centre

Additionally, the Recipient shall ensure that Ontario Early Years Centre and/or Child Care Resource Centre services are available in French to Francophone parents/guardians and their children

Applicable <input checked="" type="checkbox"/> Not Applicable (i.e. no French child care operators) <input type="checkbox"/>

Number of families (if known) who received French language OEYC and/or CCRC services in the last calendar year.	Unknown
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Number of children (if known) who received French language OEYC/CCRC services in the last calendar year.	Unknown
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Are OEYC/CCRC services delivered directly by your CMSM/DSSAB or through a POS?	CMSM/DSSAB <input type="checkbox"/> POS <input checked="" type="checkbox"/>
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Do you or your POS agency/agencies have any staffing capacity to offer OEYC and/or CCRC services in French from reception to programming including complaint resolution?

<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list positions delivering French language OEYC and/or CCRC services. Estimated level of French proficiency (intermediate, advanced, superior). Please list programs offered in French (i.e. play groups, parent education).	
CCRC services are available in French and English in Sudbury East, Sudbury North and Lacloche. POS agreements exist with 2 agencies Our Children Our Future (Sudbury East and Lacloche) and Chapleau Child Care Centre (Sudbury North). Both agencies have FLS action plans which can be shared upon request. French playgroups and parent education opportunities are available to families in all three locations.	
Do you have a mechanism or mechanisms to identify a French language client (such as at intake)?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Describe	Action plan (Please include timelines)
POS agencies have confirmed that incoming calls are answered in French and English and responded to accordingly.	

Additional Information (optional):

2017 French Language Service (FLS) Plan

Data Analysis Coordinator

Additionally, the Recipient shall ensure that Data Analysis Coordinator services are available in French to Francophone organizations

Applicable <input checked="" type="checkbox"/>
Not Applicable (i.e. no French child care operators) <input type="checkbox"/>

Number of organizations who received French language DAC services in the last calendar year.	0
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Are DAC services delivered directly by your CMSM/DSSAB or through a POS?	CMSM/DSSAB <input type="checkbox"/> POS <input checked="" type="checkbox"/>
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Do you or your POS agency have any capacity to offer DAC services in French from initial contact to DAC supports including complaint resolution?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
Please list positions delivering French language DAC services. Estimated level of French proficiency (intermediate, advanced, superior).	
The POS agency for DAC services is able to provide and support FLS.	

Additional Information (optional):

**2017 French Language Service (FLS) Plan
Early Child Development - Planning**

Additionally, the Recipient shall plan for the integration of early years services and programs that respond to the unique needs of Francophone children, their families, and the communities where they live.

How do plan collaboratively with community partners (including French school boards; Francophone child care and early years organizations) for the integration of early years services and programs that respond to the unique needs of Francophone children, their families and the communities where they live?

The planning table for children and families for the Manitoulin-Sudbury District includes French school boards and representation from the Regional French Language Network (RFLN). Updates from the RFLN are a standing item on our monthly meeting agenda.

2017 French Language Service (FLS) Plan

Active Offer

The Recipient shall take appropriate measures, including providing signs, notices and other information on services and initiating communication with the public, to make known to members of the public that the service is available in French at the choice any member of the public.

Are calls answered in both English and French (for fee subsidy, POS, SNR, OEYC/CCRC)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is all interior signage in both French and English (i.e. at reception of service provision including fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is all exterior signage in both French and English (i.e. at entrance of service provision including fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is a recorded message available in English and French (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Are key sentences used to transfer French calls (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Are over the counter services (where offered) available at all times in French (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
	<input type="checkbox"/> No - Action Plan (Please include timelines)

<input checked="" type="checkbox"/> Yes - Nothing Further	
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Are professional translators used to ensure the quality of translations (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is qualified staff available to review French translations to ensure accuracy of translations (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Are <u>all</u> materials intended for public distribution (i.e. external forms, publications, surveys, and agreements for fee subsidy, POS, SNR, OEYC/CCRC as applicable) available in French?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is French correspondence (i.e. letters and emails for fee subsidy, POS, SNR, OEYC/CCRC as applicable) answered in French?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Is letterhead (for fee subsidy, POS, SNR, OEYC/CCRC as applicable) available in French?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

Are all websites (for fee subsidy, POS, SNR, OEYC/CCRC as applicable) available in French?	
<input type="checkbox"/> Yes - Nothing Further	<input checked="" type="checkbox"/> No - Action Plan (Please include timelines)
	We are following the lead of many municipalities and using the translation tool on our website. We have French content on our website such as forms and on our correspondence page, from the ministries who send correspondence in both languages.

Is client feedback on FLS obtained (for fee subsidy, POS, SNR, OEYC/CCRC as applicable)?	
<input checked="" type="checkbox"/> Yes - Nothing Further	<input type="checkbox"/> No - Action Plan (Please include timelines)

If you hold consultations, forums or meeting, do you provide an active offer?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
<p>If yes, how do you provide the active offer? (i.e. a. provide simultaneous translation; b. have French speaking staff available; c. hold a separate consultation for the Francophone community or service providers).</p> <p>French speaking staff would be available</p>	

Additional information (optional)

**2017 French Language Service (FLS) Plan
Accountability**

Do you have internal policies and procedures on the ongoing provision and availability of FLS? (Please note that internal policies may be in English as that is your internal business language, but they would speak to how you deliver FLS.)	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No - Action Plan (Please include timelines)
If yes, Are these policies and procedures reviewed with all staff so that everyone is informed of the requirements? Does it include performance indicators established on the delivery of services to Francophones?	
All new staff are required to read policies and procedures.	

Do you have an annual report on FLS?	
<input type="checkbox"/> Yes - Additional Questions	<input checked="" type="checkbox"/> No
If yes, Is it submitted to your council/board?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	

Do you have a FLS Committee with a specific mandate been established?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Is FLS a standing item in management or team meetings?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Does your vision, mission and values include a statement on FLS?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Do any of your by-laws or regulations include a statement on the provision of FLS?	
<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Is a senior manager responsible for FLS?	
<input checked="" type="checkbox"/> Yes - Additional Questions	<input type="checkbox"/> No
If yes, Who?	
Director of Integrated Social Services	

Is FLS included in performance appraisals of staff?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Is FLS included in performance appraisals of management and directors?	
<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Additional information (optional)

**2017 French Language Service (FLS) Plan
Final Comments (Optional)**

**Do you have any final comments (optional)?
(i.e. feedback to the Ministry on the FLS plan process; information on how the FLS plan is
impacting other departments or processes such as professional learning or hiring, etc.)**