



Manual: Operations	Policy #: 2.02
Policy Name: French Language Services	Section:
Original Date: January 31, 2018	Revised Date: N/A
Reviewed By: Sheri Scott	Reviewed Date: September 3, 2019
Approved By: Peter Sproul	Approved Date: September 3, 2019

External references

This Policy shall be interpreted in consistency with the French Language Service Act (FLSA) and the Ontario Regulation 284/11.

Cross References

- Complaint Resolution, Policy # OP-3.08

Policy

It is the policy of Community Living Kingston and District that all Francophones and Francophone families have the right to have services provided to them in French. Any reported complaint related to the delivery of French language services shall be promptly investigated.

Procedure

To ensure appropriate representation at the governance level, the organization will endeavour to recruit Francophone members to the Board of Directors.

Community Living Kingston and District will endeavour to ensure that greetings and inquiries at the main reception, in person or by phone, will be answered by an individual proficient in both official languages.

Community Living Kingston and District will endeavour to ensure Francophones and their families will have information about services provided to them in French.

The agency will endeavour to recruit employees who are proficient in both official languages.

Community Living Kingston and District will endeavour to translate written information



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such as correspondence, forms, brochures, and website information to French language.

Referrals and protocols with other service providers will be developed and maintained to ensure Francophones and their families have access to a range of services in French in the Kingston community.

Complaints regarding French Language Services will be heard in an expeditious manner. The complaints procedure is described in *Policy # OP 3.08, Complaint Resolution*. The respondent assigned to hear the complaint and to facilitate the resolution process will be fluent in both official languages. Alternatively, someone who is fluently bilingual will be secured to assist with translation.