

## French Language Services (FLS) Compliance Report for 2016/2017

Provider Details	
Agency Name:	Manitoulin-Sudbury District Services Board
Contact Information of the Person that Completed the FLS Compliance Report:	
Name:	Donna Stewart
E-mail:	<a href="mailto:donna.stewart@msdsb.net">donna.stewart@msdsb.net</a>
Phone number:	705-222-0499
Funding Ministry(ies):	Ministry of Community and Social Services (MCSS)
Designated Area Served:	No Designated Area
If multiple Designated Areas are served, please indicate which ones:	

Attestation	
The Agency shall, in areas designated under the French Language Services Act (FLSA), have the capacity to take appropriate measures to address the needs of French-speaking clients. Thus, the agency hereby confirms that it is in compliance with FLS requirements, as outlined in this Compliance Report, and that it will continue to be in compliance under the service contract with the ministry.	Yes

Board Approval	
Please confirm that the Board has reviewed and approved the 2016-17 FLS Compliance Report:	No
Date:	

For Ministry Use Only		
Reviewed by: (name of Program Supervisor(s))	Signature(s):	Date:

**French Language Services (FLS) Compliance Report for 2016/2017**  
**Definitions**

Terms	Definitions
<b>Designated Agency</b>	Agency that has been officially designated under the French Language Services Act (FLSA) by Regulation. Once designated, the agencies must provide consistent high quality French Language Services (FLS).
<b>Referral/Service Clauses</b>	<p>Since not all transfer payment (TP) agencies are at the same level of FLS readiness and capacity, MCSS/MCYS uses referral clauses and three incremental service clauses to reflect the organization's level of readiness and the ministries' service level expectations: Service Clause 1, Service Clause 2 and Service Clause 3.</p> <p>The ministry encourages agencies within the same sector to work collaboratively to determine how FLS will be provided. French language service system planning can help identify existing FLS capacity and potential gaps in service delivery. Service system planning will help determine how responsibilities can be shared and the best approach to adopt for the delivery of FLS within each region, sector and organization. For example, agencies with limited or no capacity could sign formal agreements with partner agencies that have FLS capacity in the region and/or sector. If FLS capacity for an existing service does not exist, agencies will then need to identify at least one agency that will build capacity, starting at Service Clause 1. If no other agencies deliver the same service, individual agencies must build capacity in their organization.</p> <p>At the agency level, the goal is to progress incrementally through the various service clauses. An organization with a Referral Clause is not precluded from moving to Service Clause 1. The different clauses should be used based on the FLS capacity of the organization.</p> <p>Please note that agencies may have multiple FLS referral/service clauses that apply to multiple services.</p> <p>For more information for each of the clauses described below, consult the 'Service Clause Expectations' tab.</p>
<a href="#"><u>Referral Clause</u></a>	The Referral Clause should be used with agencies with no current FLS capacity and where another service provider with FLS capacity has agreed to provide the service. All agencies with a referral clause must sign a formal referral agreement with partner agencies for the provision of FLS. All agencies with a Referral Clause are accountable for ensuring that clients know where they can access services in French.
<a href="#"><u>Service Clause 1</u></a>	Service Clause 1 should be used by agencies that have limited FLS capacity and are still at the planning stage. In this service clause, the agency accepts the responsibility for the provision of FLS and commits to increase its FLS capacity.
<a href="#"><u>Service Clause 2</u></a>	Service Clause 2 should be used by agencies that have demonstrated FLS capacity to deliver services in French, and who continue to maintain quality FLS year after year. Please note: Under Regulation 284/11, all new services being delivered by third parties on behalf of the ministries must include the delivery of services in French <u>from the start</u> , and <u>Service Clause 2 is recommended at a minimum</u> .
<a href="#"><u>Service Clause 3</u></a>	Service Clause 3 should be used with agencies that have strong FLS capacity to deliver services in French. The ministry will support interested agencies in seeking designation under the FLSA.

**French Language Services (FLS) Compliance Report for 2016/2017**

**Overview of Clause Expectations**

The following charts outline the expectations for the Referral Clause and Service Clauses 1, 2 and 3:

	Service Clause 1	Service Clause 2	Service Clause 3
<b>Active Offer of FLS</b>			
Calls are answered in both English and French			Yes
Interior signage is available in French			
Exterior signage is available in French			
Recorded message is available in English and French			
Key sentences are used to transfer French calls			
French correspondence (letters and emails) received in French are answered in French			
Professional translators are used to ensure quality translations			
<u>Partial</u> website content is available in French			
Clients are made aware of the services in French			
Over the counter services are available in French			
Services offered are linguistically and culturally appropriate			
Services offered are based on an understanding of French-speaking clients' needs			
A formal mechanism is in place to identify French-speaking clients at intake			
Client feedback on FLS is obtained			
Materials intended for public distribution are made available in French			
Intake is conducted in French			
Assessment is conducted in French			
Services are provided at the advanced or superior level of French proficiency			
Some resources and tools are developed and/or adapted to meet the needs of Francophones			
Agency's letterhead is available in French			
Resources and tools are developed and/or adapted to meet the needs of Francophones			
<u>All</u> materials intended for public distribution are made available <u>simultaneously</u> in English and French			
<u>All</u> website content is available in French			
Over the counter services are available in French <u>at all times</u>			
<b>Accountability Mechanisms and Management Practices</b>			
An adequate number of positions responsible for the provision of FLS is in place			
Mechanism is identified to support resolution of complaints/issues pertaining to the delivery of FLS			
Staff and management receive training/orientation on FLS legislation, requirements and agency's obligations			
FLS is included in performance appraisals of staff			
FLS is included in performance appraisals of management			
Staff is assessed at the advanced or superior level of French proficiency			
Board members receive training/orientation on FLS legislation, requirements and agency's obligations			
Quality assurance mechanisms are in place to ensure the provision of quality FLS			
The most appropriate positions are identified as requiring bilingual staff to ensure <u>quality</u> and permanency of FLS			
FLS is a standing item in management and team meetings			
FLS is included in CEO/ED performance appraisal			
A FLS Committee with a specific mandate has been established			
Policies and procedures are implemented to ensure the ongoing provision and availability of services in French			
Annual FLS Plan is reviewed and approved by the Board of Directors			
Performance indicators are established on the delivery of services to Francophones			
FLS is a performance measure that is regularly reviewed by the Board of Directors			
Agency's vision, mission and values include a statement on FLS			
By-laws and regulations include a statement on the provision of FLS			
By-laws and regulations state the number of members required on the Board of Directors to represent the French-speaking community (representation)			
<b>Community Collaboration, Engagement and Strategic Planning</b>			
Actively promoting, supporting and collaborating with partner agencies to ensure the provision of FLS in the community through strategic planning			
Public forums and consultations are offered in both English and French, with accompanying materials			
Separate French consultations are organized when applicable			
Feedback from Francophone community/stakeholders is obtained, analyzed and integrated into the planning and development of services			

**French Language Services (FLS) Compliance Report for 2016/2017  
Referral Clause**

**Instructions:**

Please complete this report when the selected service(s) offered by your agency is at Referral Clause(s).

**ORGANIZATION NAME: Manitoulin-Sudbury District Services Board**

**SERVICE(S) DELIVERED:**

	<b>Current Capacity</b>	<b>Yes</b>	<b>No</b>	<b>Partly</b>	<b>Current Capacity</b> (please describe your current capacity)	<b>Action Plan and Timeframes</b> (please provide information if the answer is 'No' or 'Partly')
<b>Active Offer of Referral</b>	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Does the general phone message redirect clients to services in French in both languages?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is there signage in English and in French at the agency's reception area about how to obtain services in French within their community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Does the website include information about how to obtain services in French in the community in both languages?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is the recorded message available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are key sentences used to transfer French calls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is there a formal mechanism in place to determine the linguistic identity of the client from the very first point of contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Accountability and Formal Protocol</b>	Is a written referral agreement in place with the agency where clients are being referred to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Has a copy of the written referral agreement been provided to the ministry?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is there a mechanism in place to identify the number of Francophone clients referred to FLS provider?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Community Collaboration and Strategic Planning</b>	Have you participated in community collaboration and strategic planning regarding FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**For Ministry Use Only**

**Program Supervisor(s) Comments**

**French Language Services (FLS) Compliance Report for 2016/2017**

**Service Clause 1**

**Instructions:**

Please complete this report when the service(s) offered by your agency is at Service Clause 1.

**ORGANIZATION NAME: Manitoulin-Sudbury District Services Board**

**SERVICE(S) DELIVERED:**

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')
<b>Active Offer</b>	Are calls answered in both English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is interior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are key sentences used to transfer French calls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are over the counter services available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are professional translators used to ensure the quality of translations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is French correspondence (letters and e-mails) answered in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are the following available in French on your website: welcome/home page, information on how to access services AND on services available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are clients aware of available services in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a formal mechanism in place to identify French-speaking clients at intake?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Accountability Mechanisms and Management Practices</b>	Do you have an adequate number of positions responsible for the provision of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Actively Promote Community Collaboration and Strategic Planning</b>	Are you actively promoting, supporting and collaborating with partner agencies to support the provision of FLS in the community through strategic planning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**For Ministry Use Only**

**Program Supervisor(s) Comments**

--

French Language Services (FLS) Compliance Report for 2016/2017

Service Clause 2

Instructions:

Please complete this report when the service(s) offered by your agency is at Service Clause 2.

**ORGANIZATION NAME:** Manitoulin-Sudbury District Services Board

**SERVICE(S) DELIVERED:**

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"/>	<input type="checkbox"/>		
	Is interior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is exterior signage available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a recorded message available in English and French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are key sentences used to transfer French calls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are over the counter services available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are professional translators used to ensure the quality of translations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is French correspondence (letters and e-mails) answered in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is your website available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are clients aware of available services in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a formal mechanism in place to identify French-speaking clients at intake?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is intake conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is assessment conducted in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Are some resources and tools developed and/or adapted to meet the needs of Francophones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Are services provided at the advanced or superior level of French proficiency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Accountability Mechanisms and Management Practices	Do you have an adequate number of positions responsible for the provision of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is staff assessed at the advanced or superior level of French proficiency?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is FLS included in performance appraisals of management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are the most appropriate positions identified as requiring bilingual staff to ensure <u>quality</u> and <u>permanency</u> of FLS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Is FLS a standing item in management and team meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are separate French consultations organized when applicable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is feedback from Francophone community/stakeholders obtained, analyzed and integrated into the planning and development of services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

**For Ministry Use Only**

**Program Supervisor(s) Comments**

**French Language Services (FLS) Compliance Report for 2016/2017**  
**Service Clause 3**

**Instructions:**

Please complete this report when the service(s) offered by your agency is at Service Clause 3.

**ORGANIZATION**

**NAME: Manitoulin-Sudbury District Services Board**

**SERVICE(S)**

**DELIVERED:**

Objectives	Current Capacity	Yes	No	Partly	Current Capacity (please describe your current)	Action Plan and Timeframes (please provide information if the
<b>Active Offer</b>	Are calls answered in both English and French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Telephones at each office site are answered in both French and English. Automated telephone systems are bilingual.	
	Is interior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Exterior signage is bilingual at all service locations. Each office and each counter location has a standardized sign indicating the availability of French language service.	
	Is exterior signage available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Automated telephone systems are bilingual. A standard telephone response has been developed to inform callers of the presence of French language services.	
	Is a recorded message available in English and French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communication with service applicants / recipients is generally in the form in which the request or inquiry is received. Future communications, such as by letter.	
	Are key sentences used to transfer French calls?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bilingual staff review the French language translations	
	Are over the counter services available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All forms which are provided by the various Ministries and which are meant to be completed by or sent to service applicants / recipients must be available in French/English. If the language of the application is French, then the forms signed by the service applicants / recipients will be in French. Internal working documents will be in English. In-house forms which clients sign or which clients receive to explain programs are available in French. As in-house forms are developed, the	
	Are professional translators used to ensure the quality of translations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All communication, whether in hard copy or electronic format, received by the Board in French will receive a reply in French. Once it has been confirmed, that an agency or entity prefers communications in French, all future communication from the Board is in French.	
	Is qualified staff available to review French translations to ensure accuracy of translation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Our letter head is Bilingual, both English and French	
	Are all materials intended for public distribution available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Any public document will be translated upon request.	
	Is French correspondence (letters and e-mails) answered in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Client's who require a french speaking worker will be placed with the appropriate staff	
	Is letterhead available in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Client's are asked at intake which language they prefer, the intake employee is bilingual and is able to connect the client to the proper services	
	Is all of your website available in French?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes, upon request	
	Are clients aware of available services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Oral and written communications will be in French to those clients, or members	
	Is a formal mechanism in place to identify French-speaking clients at intake?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Staff that have chosen to take part in the French Language proficiency test have been assessed at different levels	
	Is client feedback on FLS obtained?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	A standard telephone response has been developed to inform callers of the presence of French language services (Appendix C). The Board website will have a redirection to a staff person for users seeking information in French.	
	Is intake conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French speaking employees are always available to assist the French speaking population that requires the services	
	Is assessment conducted in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are services provided at the advanced or superior level of French proficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are resources and tools developed and/or adapted to meet the needs of Francophones?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are over the counter services available in French at all times?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do you have an adequate number of positions responsible for the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In order to meet the needs of the French speaking public and the requirements of the plan, a number of positions have been deemed bilingual. The designation of positions will be reviewed by the French Language Services Committee annually and any recommended changes will be submitted to the Board. No existing employee will lose their existing position as a result of this plan		
Is staff assessed at the advanced or superior level of French proficiency?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Staff were assessed at various levels following the completion of the voluntary testing	

<b>Accountability Mechanisms and Management Practices</b>	Is a mechanism identified to support resolution of complaints/issues pertaining to the delivery of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All complaints related to the provision of specific program services in French from service applicants/recipients are dealt with by the appropriate Director/Program Manager. Each Director Program Manager retains a record of the complaints received and how they were resolved and forwards these to the CAO monthly. If the complaint from service applicants/recipients cannot be resolved at the Director/Program Manager level they are referred to the CAO. If they cannot be resolved at the CAO level they will be referred to the French Language Services Committee of the Board	
	Do staff and management receive training/orientation on FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do board members receive training/orientation of FLS legislation, requirements and agency's obligations?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is FLS included in performance appraisals of staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Is FLS included in performance appraisals of management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Is FLS included in CEO/ED performance appraisal?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Are quality assurance mechanisms in place to ensure the provision of quality FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are the most appropriate positions identified as requiring bilingual staff to ensure <u>quality</u> and <u>permanency</u> of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Is FLS a standing item in management and team meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	As required	
	Is the annual FLS plan reviewed and approved by the Board of Directors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The FLS document is reviewed by the French Language Services Committee of the Board to ensure it remains consistent with legislation.	
	Is FLS a standing item in management or team meetings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Has a FLS Committee with a specific mandate been established?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are policies and procedures implemented to ensure the ongoing provision and availability of services in French?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Are performance indicators established on the delivery of services to Francophones?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Is FLS a performance measure that is regularly reviewed by the Board of Directors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	
	Does your vision, mission and values include a statement on FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Do by-laws and regulations include a statement on the provision of FLS?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Do by-laws and regulations state the number of members required on the Board of Directors to represent the French-speaking community? (representation)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>			
<b>Actively Promote Community Collaboration and Strategic Planning</b>	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"/>	<input type="checkbox"/>		
	Are public forums and/or consultations offered in both English and French, with accompanying materials?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Public forums and consultations are offered in both languages.	
	Are separate French consultations organized when applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Requests for presentations or media enquiries are directed to the CAO, the CAO ensures that a competent French Language presenter is made available to speak to French language audiences
	Is feedback from Francophone community/stakeholders obtained, analysed and integrated into the planning and development of services?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Feedback is available in French so that it can be analyzed	

<b>For Ministry Use Only</b>	
<b>Program Supervisor(s) Comments</b>	