



● Practical tool:

### Monitoring and assessment

" MAKING YOUR ORGANIZATION BILINGUAL "	Monitoring and assessment at time of statement Date :	Assessment of progress Date :
DIAGNOSTIC GRID	✓	✓
<b>Support obtained from:</b> <ul style="list-style-type: none"> <li>▪ Board of Directors</li> <li>▪ members/volunteers</li> <li>▪ executives/managers</li> <li>▪ employees/unions</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Member services:</b> <ul style="list-style-type: none"> <li>▪ telephone answered in both languages</li> <li>▪ bilingual automated telephone messages</li> <li>▪ visitors greeted in both languages</li> <li>▪ correspondence in recipient's language of choice</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<b>Organization:</b> <ul style="list-style-type: none"> <li>▪ official statement of bilingual status</li> <li>▪ measures and guidelines adopted in both official languages</li> <li>▪ associated costs integrated into budget</li> <li>▪ bilingualism promoted within the organization</li> <li>▪ positions designated bilingual as appropriate</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p><b>Freedom to use and be answered in one's language of choice at:</b></p> <ul style="list-style-type: none"> <li>▪ annual general assemblies, conferences, etc.</li> <li>▪ Board of Directors meetings, other internal committees and meetings</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>
<p><b>Working tools available in both languages:</b></p> <ul style="list-style-type: none"> <li>▪ software, keyboards, dictionaries, etc.</li> <li>▪ guides and manuals</li> <li>▪ email</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p><b>Documents available in French and English:</b></p> <ul style="list-style-type: none"> <li>▪ publications and brochures</li> <li>▪ newsletters</li> <li>▪ press releases</li> <li>▪ meeting minutes</li> <li>▪ internal memoranda</li> <li>▪ documents posted on the web</li> <li>▪ annual reports</li> </ul>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p><b>Language training available to members and employees</b></p>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>On the job and at other work-related activities:</b></p> <ul style="list-style-type: none"> <li>▪ clear indication in reception area that English and French are used (magazines, newspapers, brochures, documents, etc.)</li> <li>▪ bilingual signage in plain view</li> <li>▪ bilingual employees identified by badges (particularly at events and conferences)</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/> <input type="checkbox"/>