



Table of contents

Introduction

- About this website

A bilingual organization

- Equality and excellence of service
- Advantages and impacts

Implementation process

- Assess and plan
- Responsibilities
- Language policy statements and guidelines
- Bilingual positions

Bilingualism in practice

- Winning strategies
- Costs of bilingualism

Follow-up steps

- Follow-up

Best practices

- Best practices and lessons learned

Information sheets

- Action plan
- Assigning responsibilities
- Designating bilingual positions
- Recruiting bilingual employees
- Bilingual writing
- Reception
- Official languages symbol
- Bilingual meetings
- Bilingual teleconferencing
- Planning bilingual meetings and events
- Translation and interpretation
- Second language learning

Practical tools

- Monitoring and assessment
- Language policy
- Measures and guidelines
- Bilingual position profile
- Bilingual formatting
- Translation checklist
- Interpretation checklist
- Language training checklist
- Practising second language skills
- Questionnaire: Member satisfaction
- Questionnaire: Client satisfaction

Resources and links

- Reference works and sites

Tell us what you think

- Feedback
- Submit a best practice

Contact us

- Contact us

This PDF version reflects the website as of August 2006.



Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices



About this website

Welcome to **Making your organization bilingual**, an online guide and source of practical tools to help you offer services in English and French.

This site offers tools and strategies for organizations that want to foster a new bilingual corporate culture and for those who would like to improve the services they already offer in Canada's two official languages. The material is general enough to be adaptable to the needs of voluntary, private and public-sector organizations.

There is no magic formula for making your organization bilingual. Like any other process of change, the actual implementation must be tailored to an organization's individual situation and needs, phased in gradually and, above all, regularly reviewed. This website is divided into the following five main sections, providing valuable information designed to guide your organization through the process.

A bilingual organization - Discover the importance and advantages of offering French and English services to members or clients.



Implementation process - Learn how to develop an action plan for bilingualism, assign responsibilities and develop an effective language policy for your organization.

Bilingualism in practice - Benefit from a wide variety of winning strategies to help your organization successfully offer bilingual services. For example, this section looks at cost considerations, translation and interpretation, planning bilingual meetings and written communication.

Follow-up steps - Use the evaluation tools to monitor and improve your initiatives.

Best practices - Organizations from across Canada share their lessons learned in offering French and English services.

In addition, this site offers a series of **Information sheets** and **Practical tools** that can be easily customized, printed and grouped together to serve as a useful resource for your project leaders and members.

- The PDF function  will allow you to print the document as it appears on the screen.
- The RTF function  will allow you to transfer the information found in the document to your word-processing software so that you may edit it to suit your organization's needs.

The **Resources and links** section of the website brings together helpful

links and references to materials that your organization can use to build its own collection of resources.

Tell us what you think of the website by filling out the feedback form found in this section. We also invite you to share your experiences with other organizations by submitting a best practice.

This website is also available in PDF format for printing purposes. [Click here to download.](#)

We hope you will find the information and practical tools in this guide helpful.



[Top of Page](#) 



Equality and excellence of service
Advantages and impacts

Equality and excellence of service



Over the past 20 years, the number of bilingual Canadians has doubled. For a growing number of Canadians, bilingualism has become not only a personal asset but also an important part of their sense of national identity. Proud and conscious of this diversity and eager to improve the equity and quality of their services, many organizations are making the decision to operate in both official languages.

Did you know that...

Canada's French-speaking population ranks second only to France worldwide. It is larger than the Francophone populations of Switzerland and Belgium combined.



The number of Francophones outside Quebec equals the population of an entire province like Saskatchewan, New Brunswick or Nova Scotia.

One Canadian in four has French as a mother tongue and close to one Canadian in three speaks French.

1.6 million of Canada's French-speaking population have an ancestry other than French or English.



Top of Page



Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

Equality and excellence of service

Advantages and impacts

Advantages and impacts

Providing services in both official languages not only represents an open acknowledgment of Canada's bilingual character on your part, it also presents a number of competitive advantages for your organization. Your new stance will allow you to:

- reach a larger portion of your target public,
- increase your membership,
- provide better services,
- access new sources of funding and sponsorship.



In short, offering bilingual services is simply good business. Even though your organization will need to invest considerable time and effort to become bilingual, in the end communicating with your customers in their own language can only be beneficial.



Top of Page



Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices



- Assess and plan
- Responsibilities
- Language policy statements and guidelines
- Bilingual positions

- Information sheets:**
- ▶ Action plan
 - ▶ Assigning responsibilities
 - ▶ Designating bilingual positions
 - ▶ Recruiting bilingual employees

- Practical tools:**
- ▶ Monitoring and assessment
 - ▶ Language policy
 - ▶ Measures and guidelines
 - ▶ Bilingual position profile

Assess and plan

Once the decision is made to offer services in both official languages in your organization, the first step is to assess the current situation. Print out and complete the diagnostic grid on the **"Monitoring and assessment" practical tool**. This initial assessment will help you prepare an action plan tailored to the needs of your organization. A few months down the road, you should complete this questionnaire again to verify the progress your organization has made in terms of bilingualism.

▶ **Practical tool:** [Monitoring and assessment](#)  



There is no one simple formula for implementing bilingual services, but there are some key elements shared by organizations that have successfully weathered the change. Their experience suggests that there are three main phases: planning, implementation and follow-up.

The planning phase involves letting members know that services will gradually be made available in both official languages, and determining the existing and required resources needed to reach the objectives that the organization has set for itself.

The implementation phase, which may be more or less complicated depending on your organization's goals, involves putting in place structures, processes and activities aimed at expanding and improving your organization's ability to provide bilingual services.

The final phase, **follow-up**, involves assessing the progress your organization has made, promoting your successes, and planning the next steps in your action plan.

Each of these phases involves a series of responsibilities and activities. For more information, see the **"Action plan" information sheet**, which will help you to establish your own action plan. Feel free to copy this sheet, incorporate it into your document and adapt it to your needs.

▶ **Information sheet:** [Action plan](#)  



- Assess and plan
- Responsibilities
- Language policy statements and guidelines
- Bilingual positions

- Information sheets:**
- ▶ Action plan
 - ▶ Assigning responsibilities
 - ▶ Designating bilingual positions
 - ▶ Recruiting bilingual employees

- Practical tools:**
- ▶ Monitoring and assessment
 - ▶ Language policy
 - ▶ Measures and guidelines
 - ▶ Bilingual position profile

Responsibilities

At the early stages of the project, carefully define the division of the respective responsibilities of committees and individuals, as this is one of the key factors in the success of your action plan. The **"Assigning responsibilities" information sheet** provides sample lists of the duties and activities that the implementation committee will have to deal with during each of the project phases. Again, feel free to adapt this list to your organization's action plan by incorporating it into your document and making the necessary changes.

Keys to success

Respect the culture and values of your organization.

Managers must do their best to be reassuring and to explain that it is the organization that is becoming bilingual, not the individual members and employees.

Stress that the transition will take place gradually and that it will be flexible and adapted to your organization's needs.

Solicit employees' opinions on the new course you have charted and encourage them to participate from the very beginning. That is the key to winning their support.

Share responsibility. You are all partners and each of you must buy into the new bilingual culture.



Information sheet:

Assigning responsibilities



Top of Page



- Assess and plan
- Responsibilities
- Language policy statements and guidelines
- Bilingual positions

- Information sheets:**
- Action plan
 - Assigning responsibilities
 - Designating bilingual positions
 - Recruiting bilingual employees

- Practical tools:**
- Monitoring and assessment
 - Language policy
 - Measures and guidelines
 - Bilingual position profile

Language policy statements and guidelines

To ensure that English and French are used on a daily basis in your organization and to maintain the long-term viability of the project, clear guidelines must be established. An official language policy signals clearly to your employees, volunteers and clientele that English and French enjoy equal status within your organization. The two sample resolutions on official languages in the "**Language policy**" **practical tool** should help you to draft a language policy that reflects the goals of your organization.

The key to success





- Make sure that the language requirements relate directly to the duties of each position.
- Make sure that language requirements are mentioned in the recruitment policy.
- Reassure unilingual employees that a language policy does not mean they will lose their jobs or that they must become fluent in the other language.

Practical tool: [Language policy](#)  

Measures and guidelines

Once you have adopted a language policy on the provision of services in both official languages, you need to take the next step and establish guidelines to be followed for meetings, activities, bilingual positions, and so on. To ensure that your members share a long-term commitment to the new policy, these guidelines need to be incorporated into your organization's policy and procedures manual. A sample list of guidelines (not meant to be exhaustive) that could be phased in within your organization may be found in the "**Measures and guidelines**" **practical tool**. All of these changes should be implemented in accordance with your organization's accepted practices and policies.

Practical tool: [Measures and guidelines](#)  





Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

- Assess and plan
- Responsibilities
- Language policy statements and guidelines
- Bilingual positions**

- Information sheets:**
- ▶ Action plan
 - ▶ Assigning responsibilities
 - ▶ Designating bilingual positions
 - ▶ Recruiting bilingual employees

- Practical tools:**
- ▶ Monitoring and assessment
 - ▶ Language policy
 - ▶ Measures and guidelines
 - ▶ Bilingual position profile

Bilingual positions

When you deliver services in both official languages, certain committees and positions must necessarily be designated as "bilingual." To establish the language requirements of a position, you must identify in conjunction with management the number, nature and frequency of duties that must be performed in English and French. Refer to the "**Designating bilingual positions**" information sheet.

Another option:

Designating bilingual positions is not the only option. Your organization could also establish teams composed of Anglophones and Francophones to ensure that bilingual services are always available.



One person who must be able to speak both languages fluently to members and the general public alike is the receptionist. The "**Bilingual position profile**" practical tool will help you to establish linguistic profiles and to draft bilingual designations for the appropriate positions in your organization.

To help you locate qualified individuals for these positions, consult the "**Recruiting bilingual employees**" information sheet.

Information sheets:

Designating bilingual positions



Recruiting bilingual employees



Practical tool:

Bilingual position profile



Some useful definitions

Anglophone - Any person, of whatever ethnic origin or mother tongue,

whose first official language is English.

Bilingual position - A position with at least one function requiring a knowledge and use of both official languages.

First official language - The official language with which an employee has a primary personal identification (that is, the official language in which a person is generally more proficient).

Francophone - Any person, of whatever ethnic origin or mother tongue, whose first official language is French.

Linguistic profile - A description of the language requirements of a bilingual position and the proficiency level required in the second language for each of the skills; Reading, writing, and oral interaction.

Mother tongue - The first language learned at home in childhood and still understood by the individual at the time of the census.

Official languages symbol - A symbol indicating that service is available in either official language.



[Top of Page](#)





Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

Winning strategies

- ▶ Promotion and communications
- ▶ Reception
- ▶ Bilingual meetings and events
- ▶ Translation and interpretation
- ▶ Second language learning

Costs of bilingualism

- Information sheets:**
- ▶ Bilingual writing
 - ▶ Reception
 - ▶ Official languages symbol
 - ▶ Bilingual meetings
 - ▶ Bilingual teleconferencing
 - ▶ Planning bilingual meetings and events
 - ▶ Translation and interpretation
 - ▶ Second language learning

- Practical tools:**
- ▶ Bilingual formatting
 - ▶ Translation checklist
 - ▶ Interpretation checklist
 - ▶ Language training checklist
 - ▶ Practising second language skills

Winning strategies

To a large extent, the success of your new policy to deliver services in both official languages will depend on how the project is promoted to members of your organization. When you unveil your language policy, you must have a communication plan ready to ensure that your members, employees and clients are all aware of your new commitment to provide services in the language of their choice.

Putting bilingualism into practice at your organization means, first and foremost, giving your members the opportunity to communicate and participate in their preferred language. Consider some ideas on how you can help bilingualism take root and flourish in your organization by visiting the many "**information sheets**" and "**practical tools**" that have been provided for your use.

Promotion and communications

To project a clear image as a bilingual organization, make good use of the tools already at your disposal, including events, meetings, newsletters, bulletin boards, etc. Employ bilingual signage to clearly convey that services are available in both languages. Respond to correspondence in the official language of the request.

Whatever the communication tool - brochure, website, newsletters, annual reports, promotional material or meeting announcement - ensure that the presentation is appropriate to the intended audience and properly reflects the organization's bilingual character. Establish standards for quality and layout right from the start.

The "**Bilingual writing**" **information sheet** highlights practices that will help your organization produce quality documents in both official languages. The "**Bilingual formatting**" **practical tool** provides a number of presentation options for using both official languages in your organization's communications. Carefully weigh the advantages and disadvantages of each option in the context of your organization. The "**Official languages symbol**" **information sheet** provides contact information for ordering official languages signs that may be used for your organization's reception area.





Practical tool:

Bilingual formatting



Top of Page



Reception

Welcoming your members, whether over the telephone or in person is a very important first contact. When communicating by telephone or in person, the ability to offer your client the choice to use either English or French is a valuable service. The **"Reception" information sheet** offers suggestions to help your organization welcome your clients in both official languages. View the various available resources designed to assist you in providing a bilingual reception.

Information sheets:

Reception



Official languages symbol



Top of Page



Bilingual meetings and events

Meetings are a particularly important forum for communicating. Each person should feel free to participate, using either English or French or both in the same meeting, according to the individual's choice.

Bilingual meetings are not all that difficult, but the key is to have a well prepared chair and team. The **"Bilingual meetings" information sheet** offers some good advice on how to hold meetings in the two official languages.

A neat idea: Bilingual meetings

One week in English... The next in French!

Try alternating between two official languages at weekly meetings, so that each week all documents, including those tables at the meeting, are presented in the language of the meeting. This will promote the use of both official languages in practice and will help employees develop greater confidence in their second language.



Teleconferencing is an alternative to face-to-face meetings. Consult the **"Bilingual teleconferencing" information sheet** for helpful suggestions.

In addition to day-to-day meetings, your organization might also hold annual meetings, special events or conferences. In planning for a bilingual meeting or event, refer to the **"Planning bilingual meetings and events" information sheet**.

Information sheets:

Bilingual meetings



Bilingual teleconferencing



Planning bilingual meetings and events



Top of Page



Translation and interpretation

A translator is an individual who translates written text from one language to another. An interpreter is an individual who translates the words of a speaker in real time. Consult the "**Translation and interpretation**" **information sheet** for helpful tips on when to use the services of these professionals and how to locate a translator or interpreter in your region. View the **practical tool** checklists provided to assist you in preparation for contracting translation or interpretation services for your organization.

Information sheet:

Translation and interpretation



Practical tools:

Translation checklist



Interpretation checklist



Top of Page



Second language learning

There are many ways that an organization can help its employees improve and maintain their second language skills. Language training is one of the most effective ways to improve your organization's capacity to offer services in a second language. In addition to formal language programs, employees can also maintain their second language skills by using simple and informal methods - consider watching French television or listening to the news in French on the radio. Consult our "**Second language learning**" **information sheet** and read about the various language training options

● A neat idea: Making learning fun encourages participation!

Make your program more attractive by:

- declaring days when only one language is used
- holding noon-time discussion groups
- awarding certificates, letters of congratulations and prizes
- organizing celebrations, games, and other special events



available and useful tips to make language learning easier!

Information sheet:

Second language learning



Practical tools:

Language training checklist



Practising second language skills



Top of Page





- Winning strategies
- Costs of bilingualism

- Information sheets:**
- Bilingual writing
 - Reception
 - Official languages symbol
 - Bilingual meetings
 - Bilingual teleconferencing
 - Planning bilingual meetings and events
 - Translation and interpretation
 - Second language learning

- Practical tools:**
- Bilingual formatting
 - Translation checklist
 - Interpretation checklist
 - Language training checklist
 - Practising second language skills






Costs of bilingualism

Avoid unpleasant surprises. To successfully implement your communication strategy and reach out to Anglophones and Francophones alike, don't forget to add adaptation and translation costs to the usual graphics, printing and distribution costs. That way, your budgetary and financial planning will take into account the real costs of the project from the very beginning.

The costs of bilingualism are also felt in your organization's day-to-day activities. Coordinating bilingual activities takes extra time and resources, so, again, it is essential that budgets take this factor into account. As well, the costs associated with training the members of your organization must be included in bilingualism costs.

For more cost considerations, refer to the "Translation" and "Interpretation checklists" and the "Bilingual formatting" practical tools.

Practical tools:

- Translation checklist  
- Interpretation checklist  
- Bilingual formatting 





Follow-up

- Information sheets:**
- ▶ Action plan
 - ▶ Assigning responsibilities

- Practical tools:**
- ▶ Monitoring and assessment
 - ▶ Questionnaire:
 - Member satisfaction
 - Client satisfaction

Follow-up

Maintaining your organization's new bilingual status will demand on-going effort and vigilance. It is essential to take the time to regularly assess the situation in order to gauge the satisfaction of members and employees and to plan the next steps in your action plan.

Develop a follow-up plan:

- Confirm and renew the interest in bilingualism within your organization as needed
- Evaluate your progress by
 - developing performance indicators against which to measure results
 - completing the **Monitoring and assessment** diagnostic grid a second time
 - polling your members/clients using the **Member satisfaction** or **Client satisfaction** questionnaires
- Review the above and make necessary adjustments to your **Action plan** and **Assigning responsibilities** documents
- Promote your successes and the positive impacts of your initiative

Information sheets:

Action plan



Assigning responsibilities



Practical tools:

Monitoring and assessment



Member satisfaction



Client satisfaction





Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

Best practices and lessons learned

- Language policy
 - Written communications
 - Bilingual meetings and events
 - Translation and interpretation
- [Submit a best practice](#)

Best practices and lessons learned

To illustrate some key concepts found in this site, we are pleased to share with you some examples of best practices and lessons learned based on feedback received from organizations such as yours. A best practice refers to a strategy or technique that an organization has adopted and found to be efficient and effective in the delivery of services in English and French.

We hope these shared experiences will serve to help your organization develop or improve its own strategy for offering English and French-language services. Please share your experiences or a best practice by completing the "**Submit a best practice**" form.

Language policy

In addition to establishing guidelines for the implementation of bilingualism, a clear language policy provides other benefits to an organization. The "**Advantages and impacts**" section of the website and the following comments highlight some of these positive benefits.

- Establishing a language policy provides greater accessibility to information and resources for members/clients. An organization can reach out to a broader membership base when it provides its services in both English and French.

"(A language policy) ensures that materials and other resources are able to be used in all areas of Canada. A policy ensures that we do not take shortcuts and respect both languages."

Canadian Hospice Palliative Care Association

"By providing all nationally-produced educational materials in both official languages, we are able to reach more people and share and exchange knowledge across both languages."

Kidney Foundation of Canada

- Establishing a language policy provides lasting direction to an organization. It ensures that over time there are adequate provisions for the delivery of services in both languages. (for example: monetary and timing issues, planning budgets and projects, designating bilingual positions).

"A language policy ensures that we take French accessibility into consideration in the business we do: translation, access to French-speaking staff, and delivery of workshop and conference sessions in

French when possible."

Community Foundations of Canada

- Establishing a language policy encourages communication and participation from members/clients and employees. It signals that individuals are welcome to participate in the official language of their choice.

"One of United Way of Canada - Centraide Canada's core values is "demonstrating active commitment to bilingual services". As part of this core value, United Way of Canada - Centraide Canada developed guiding principles and standard operating guidelines that ensure communications are delivered in both official languages to United Way of Canada - Centraide Canada members and other constituents across Canada."

United Way of Canada

Examples of language policies

To help facilitate the creation of a language policy, this guide provides templates that may be adapted to suit the needs of individual organizations. View the following organizations' actual language policies to learn how they have incorporated bilingualism in their day-to-day operations. You may also refer to the "**Measures and guidelines**" **practical tool** to help you create a language policy for your organization.

"A language policy is useful because it provides direction on how we do business regarding our bilingual practices and services, thereby ensuring that bilingual services are always considered in any communication, promotional material or initiative undertaken by CES National Council. Our policy increases our awareness and need to provide bilingual services to our members. Our policy has helped us to increase our capacity to provide bilingual services"

Canadian Evaluation Society (CES)

To view the CES language policy:

www.evaluationcanada.ca/txt/bylaw200205_e.pdf

To view the CES translation policy:

www.evaluationcanada.ca/site.cgi?section=2&ssection=41&_lang=en

"As an organization that promotes participation from all members, we make sure that all members are able to apply for positions on the Board of Directors and play other representative roles in the organization. Without English and French policies, not all of our members would be able to apply to these positions. Part of being familiar with the organization to fulfil these roles requires being familiar with our policies."

Canadian Nursing Students Association (CNSA)

To view the CNSA language policy:

www.cnsa.ca/aboutus/policies/

Top of Page



Written communications

Effective written communications are essential for a successful organization. By communicating in both French and English, your organization's message reaches a broader membership and encourages greater participation by members and employees. Consider some of the suggestions made by

organizations when planning communications in both French and English.

- Plan adequate time for the translation and printing of materials for simultaneous distribution. Your product will have a greater impact if it is delivered to members and clients in both official languages at the same time. Keep in mind that there are several steps in the translation process including having the documents translated, proofread and subsequently revised. It is often more cost-effective to have both versions of a document printed at the same time. For additional information regarding cost-effective translation practices refer to the "**Translation checklist**" **practical tool**.

"We created a new bilingual newsletter for our members. Now, all our communications are sent out simultaneously in both languages, helping to increase our French-based membership."

Association of Canadian Travel Agencies

"All of our communication and promotional materials are available in both official languages and distributed simultaneously. Sometimes it is created first in French, sometimes first in English. Then it is reviewed and sent to translation. The material is only distributed once it is ready in both official languages."

Coaching Association of Canada

- Determine language requirements for promotional materials and other documentation in advance to ensure that your members' or clients' language needs are met. Every organization has their own approach when accommodating members or clients. Some options available to you:
 - Ask your membership or clients to indicate their language preference. In this case, you must be able to flag this preference in your database. All documentation should then be available in both French and English.
 - Provide documentation in a bilingual format. Plan for the most cost-effective presentation of bilingual materials. For helpful tips, refer to the "**Bilingual formatting**" **practical tool**.

"We provide material using a two-sided format when possible and find this to be a cost-efficient presentation."

Philanthropic Foundations of Canada

"All of our materials have English and French "sides".

Canadian Amateur Musicians

"Always published in both languages and distributed at the same time. For example, newsletters, brochures, etc."

Alzheimer Society of Montreal

"All our official materials are released in both languages. This has worked very well for our national awareness week as materials can be sent to all parts of the country and can be utilized in both official languages."

Canadian Hospice Palliative Care Association

"We have found that our members prefer to receive written communications only in the language of their choice. For example, we print a newsletter in French for the Francophones and a newsletter in English for the Anglophones."

Canadian Women in Communications

[Top of Page](#)



Bilingual meetings and events

- Anticipate the language needs of your membership/clientele at special events, whether you are organizing a conference, a gala or an annual meeting. Ensure that your members or clients feel that their language requirements have been addressed. Was the advertising for the event done in both English and French newspapers? Are invitations bilingual? Have conference presenters been advised that material must be suitable for a bilingual audience? Will printed documentation or visual presentations be available in both languages? Refer to the "**Planning bilingual meetings and events**" **information sheet** for helpful tips.

"Every year our organization holds a gala in Ottawa. Ministers and other important individuals from the Canadian communications sector attend this event. The master of ceremonies is always bilingual. The gala's program and speeches are also bilingual."

Canadian Women in Communications

"We plan to allow for all participants to experience all speakers in both languages, by adjusting the way that speakers and students are assembled in particular rooms."

Canadian Nursing Students Association

- Teleconferencing is a good solution to overcome the challenges presented by distance. Don't forget that a teleconference may be arranged to accommodate French and English participants. For helpful tips for organizing a successful bilingual teleconference refer to the "**Bilingual teleconferencing**" **information sheet**.

"The teleconference interpretation service is a powerful tool to enhance involvement by Francophone members of committees, organizations and others who could only participate in teleconferences, Webcasts, etc. in English. This service has been welcomed whenever it has been offered. We are happy that it is becoming better known and, we hope, more widely used. The service involves two components: the interpretation service proper and the underlying teleconference (or Webcast). In some cases organizations obtain both services separately, but the usual and more convenient practice is to order the interpretation as part of the teleconferencing package."

Council of Ministers of Education, Canada (CMEC)

[Top of Page](#)



Translation and interpretation

For many organizations, the cost of translation and interpretation may represent a budgeting challenge. Consider some of the approaches other organizations use to help reduce costs and control quality when providing French and English services to their members or clients. Refer to the "**Translation checklist**" and "**Interpretation checklist**" **practical tools** for additional information.

- Ensure that documents have been translated to correctly communicate your organization's message. Have the document proofread by someone who is familiar with your organization.

"When required, translations are also sent to our Quebec branch for verification and to ensure that not only is the translated document grammatically sound, but that it will resonate with a francophone audience on all levels."

Kidney Foundation of Canada

- Use the same translators for consistency when possible. Someone who is familiar with your organization will be more likely to provide reliable and cost-efficient translations.

"We have been using the same translators for some time now to ensure consistency of language, terminology and to save time on internal proofreading and editing."

Kidney Foundation of Canada

"We have engaged an excellent translator who understands the business we are in and who has translated virtually all of our communications material and professional development resources."

Community Foundations of Canada

- Prioritize the documentation that will require the services of a translator. It may not always be possible to have every document available in both languages due to budgetary constraints or lack of human resources. Measures and guidelines can help an organization determine which documentation should be translated. Refer to the "**Measures and guidelines**" **practical tool**. For example, some organizations decide to translate key internal documents and materials for the public and have non-critical or short communications prepared internally by a designated bilingual staff person. Remember however, that speaking the language does not replace the skills of a professional translator.
- Contact a school of translation and interpretation to inquire if there are students who might do work as part of their study program or as part of a Co-op program. Refer to the "**Translation checklist**" **practical tool** for links to the schools.

"Request, welcome and give guidance to students studying in this domain. For example, we are privileged to benefit regularly from student placements through Concordia's Co-op program."

Alzheimer Society of Montreal





Information sheet:

Action plan

1. Planning phase

Aim: to make members aware that bilingualism will be implemented on a step-by-step basis and to determine the resources available and the resources needed to reach the objectives

Activities:

- awareness-raising and recruitment of allies for the project
- monitoring and assessment of the current situation
- assessment of the resources, costs and effort required to deliver services in both languages
- adoption of a resolution establishing a language policy
- development and implementation of a communications plan designed to win the support of employees and members
- assessment of language training needs
- creation of committees and attribution of responsibilities (**see "Assigning responsibilities" information sheet**)

2. Implementation phase

Aim: to set up the key structures, processes and activities needed in the move to bilingualism

Activities:

- development and implementation of language measures and guidelines (**see "Measures and guidelines" practical tool**)
 - delivery of services in both official languages (**see "Winning strategies" section**)
 - creation of a bilingual image (logo, reception, etc.)
 - production of bilingual documents
 - provision of translation services
 - introduction of language training
 - meetings held in both official languages
 - designation of bilingual positions
 - provision of interpretation services
 - incorporation of bilingualism costs into operating budget
-

3. Follow-up phase

Aim: to assess progress and plan next steps

Activities:

- evaluation of results (**see "Monitoring and assessment" practical tool**)
- questionnaires to gauge satisfaction of members, employees and customers (**see "Member satisfaction" practical tool**)
- identification of corrective measures
- promotion of the successes and positive impacts of the project
- development of a follow-up plan



● Information sheet:

Assigning responsibilities

Planning phase:

- develop and implement a communications plan to guarantee open communication among all of the parties involved
- convey all relevant information regarding the delivery of services in English and French to employees and volunteers at all levels of the organization
- demonstrate the project's positive impact (increase in membership, higher revenues, etc.)
- form an implementation committee
 - ensure equitable representation within the committee in terms of minority language group, employee duties and level, etc.
 - involve all key players in the committee
 - ensure that the committee has real decision-making power
- develop policies on English and French services in cooperation with the implementation committee
- determine the standards that the association must meet for the delivery of services in English and French
- develop an action plan including a budget and schedule for the implementation of these services
- foster a dynamic environment of exchange both within the committee and between the committee and upper management
- consult all stakeholders to obtain their support

Implementation phase:

- identify and mobilize the human and financial resources needed
- encourage full participation of employees and members in the development and implementation of the project
- foster a sense of ownership in the project
- monitor the quality of the services offered, by coordinating language training, translation, interpretation, etc.
- manage the financial aspects of the project

Follow-up phase:

- distribute the satisfaction questionnaires to members and employees
- compile results
- identify corrective measures
- plan follow-up action and establish a schedule
- assign new responsibilities
- publicize the results and positive impacts of the project



● Information sheet:

Designating bilingual positions

A language policy establishes that services will be provided to members or clients and employees in both official languages. To actively offer services in both English and French, certain positions within your organization will need to be designated as bilingual.

What is a bilingual position?

When the functions of a job must be carried out in English and in French, the language requirements are said to be bilingual. When the language requirements of a position are bilingual, your organization must then determine the level of language proficiency required in each of the official languages. The linguistic proficiency must:

- reflect the functions and responsibilities of the position to be carried out; and
- ensure that services of comparable quality are provided in both official languages.

Identifying language skills

When you designate a bilingual position, you must clearly define:

- the language skills (for example: reading, writing and oral interaction) required in the two official languages;
- the functions and responsibilities that require the language skills; and
- the proficiency level of each skill required.

For example, if a bilingual reception position requires only basic reading and writing but high oral interaction skills in one language then the same requirements would apply to the other language. Also, not all skills may be required for certain bilingual positions. For example, if writing is not required for a position, no level of proficiency would be assigned for that skill. Refer to the "**Bilingual position profile**" **practical tool**.

Establishing language proficiency levels

Your organization should develop standard descriptions of duties that are performed for each language skill (for example: reading, writing and oral interaction) and establish proficiency levels for the identified skills. A hierarchical numbering (I, II, III) or alphabetical (A, B, C) system may be used to attribute level of proficiency in the skill. Refer to the "**Bilingual position profile**" **practical tool**.

Assessing language proficiency

Testing or scoring an applicant for language proficiency is not permitted unless the language requirements are specifically job related. Testing may be required to determine the level of proficiency in the required language skills (reading, writing and oral interaction). Testing may be arranged through an outside firm such as a language training institution that specializes in the assessment of language proficiency. Be sure to provide the firm with a copy of the job description

and your organization's standards for proficiency levels in language skills.

Good employment practices

As with any employment qualification, language qualifications must be relevant to the duties and responsibilities of the position. A job description should specify which official language skills are required and the levels of language proficiency required to meet the job requirements. Determining proficiency in a language is only appropriate when it is specifically required for a job. To learn more about this and other appropriate screening and selection procedures in employment, consult your province or territory's human rights agencies. These agencies provide guidelines for employers to ensure that they avoid any form of discrimination in employment practices, applications and advertising. Refer to the **Additional resources** below.

Additional resources

The information found here explains the Government of Canada's procedure for assigning bilingual positions; however it may be a useful reference for organizations.

Determining the Linguistic Profile for Bilingual Positions, Public Service Commission of Canada

www.psc-cfp.gc.ca/ppc/sle_pg_06_e.htm

For information concerning Canadian human rights and employment practices, consult the following websites

Canadian Human Rights Commission – Federally Regulated Organizations

www.chrc-ccdp.ca/discrimination/federally_regulated-en.asp

Canadian and Human Rights Commission - Provincial and Territorial Human Rights Agencies

www.chrc-ccdp.ca/links/default-en.asp



● Information sheet:

Recruiting bilingual employees

How does an organization recruit qualified bilingual employees? You can reach a larger number of potential bilingual candidates by increasing the visibility of your job posting. Here are some simple strategies to add to your existing recruitment procedures.

- **Newspaper advertising**

When recruiting for bilingual employees consider running your advertisement in both English and French newspapers. In addition to major newspapers, consider using a local newspaper. To locate a community English or French newspaper in Canada, you may consult the following websites:

Association de la presse francophone – Membres (French community newspapers outside of Quebec – website in French only)

Quebec Community Newspaper Association – Members (English community newspapers in Quebec – website in English only)

- **Internet advertising**

Posting job offers on the Internet has become a popular and effective method of advertising. Some job sites are available in both French and English. Don't forget to post the job offer in both languages on your own website.

Service Canada – Job Bank (allows employers to post job openings via the Internet)

Service Canada – Training & Careers (A directory of job sites)

Consider posting on job sites specific to Francophone communities across Canada.

Accès-emploi Alberta (website available in French only)

Guichet unique – Info-emploi Saskatchewan (website available in French only)

Défi Nunavut – Affaires et emplois en français au Nunavut (website available in French only)

SOFA Yukon – Services d'orientation et de formation des adultes (website available in French only)

La francophonie en Colombie-Britannique – Job Postings

233-ALLÔ Information Centre – Manitoba

- **Networks**

Other organizations may be able to assist you in your search for bilingual candidates because they have affiliations with French or English-speaking communities. Consider visiting the following websites to locate a community association near you.

Fédération des communautés francophones et acadienne – Membres (Francophone associations across Canada – website available in French only)

Quebec Community Groups Network (English-language community groups in Quebec – bilingual website)

- **Translation and interpretation associations**

Contact your provincial or territorial translation and interpretation association for recruitment possibilities. Some associations may post job offerings through a membership newsletter or bulletin. Visit the national website of the Canadian Translators, Terminologists and Interpreters Council to locate an association in your region.
Canadian Translators, Terminologists and Interpreters Council – Membership page

- **Universities and colleges**

Many Canadian universities and colleges offer a variety of certificate or degree programs in French. For example in Toronto, York University's Glendon College campus offers a variety of degree programs in both official languages. Further, some universities and colleges offer Co-op programs which may represent an interesting recruiting possibility.

Most educational institutions offer career counselling services to their students and often offer some services to employers. Many also host "Career Fairs" where students have a chance to meet organizations and businesses.

The Directory of Canadian Universities (to locate a university as well as Co-op programs across Canada)

Association of Canadian Community Colleges (to locate a college or institute)

Association des universités de la francophonie (to locate a Canadian French-language university outside of Quebec – website available in French only)

Établissements d'enseignement collégial au Québec (to locate a college or CÉGEP in Quebec - website available in French only)

Établissements universitaires au Québec (to locate a university in Quebec - website in French only)



Information sheet:

Bilingual writing

Responding to the sender in the language of choice is another way to convey the bilingual nature of your organization. It also demonstrates respect for your client's language needs. Consider some of the following strategies to help your organization produce quality documents in both official languages.

- Use bilingual letterhead and a bilingual e-mail signature block
- Have easy access to dictionaries.
- Have easy access to writing guides. For example:
Le guide du rédacteur, 2e édition (for writing in French)
The Canadian Style: A Guide to Writing and Editing, 2nd Edition (for writing in English)
- Bookmark an "online" dictionary for quick consultation. For example:
Grand dictionnaire terminologique (in French only)
- Bookmark websites that provide access to writing tools. For example:
Office québécois de la langue française – Le banque de dépannage linguistique (in French only)
Translation Bureau – Language Toolbox
- Use a glossary of relevant terminology to make translation easier. For example:
Office québécois de la langue française – Publications linguistiques (in French only)
- Build your own glossary of terms relevant to your work. Consider collaborating with other organizations in your field to create a shared glossary of terms.
- Keep on file copies of letters that you have sent out in the past. They can be referred to when preparing future correspondence.
- Visit the "**Translation and interpretation**" **information sheet** for tips about using the services of professionals.
- Visit the "**Resources and links**" page for additional links and references related to communications, translation and interpretation.



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Information sheet:

Reception

Welcoming a client either on the telephone or in person is often your organization's first chance to make an impression. By offering both English and French services, your client will appreciate the opportunity to continue in either of the official languages. Consider some of the following strategies and useful tips to help your organization provide bilingual reception services.

Telephone reception

- Answer the telephone in both official languages.
 - Keep a "cheat sheet" by the telephone with key phrases to respond to callers.
 - Identify bilingual person(s) within your organization to whom telephone calls may be referred.
- Ensure that voice mail messages are recorded in both official languages.
- If your organization does not have a receptionist or is unable to staff this position with a bilingual employee consider letting calls ring into a bilingual voice mail. Ensure that the call is returned by a previously identified person with the required language skills.

In-person reception

- Greet your client in both official languages.
 - If you have a reception area, consider staffing this position with a bilingual employee.
 - Keep a list of bilingual employees at hand.
- Ensure that written documentation in your reception area is available and displayed in both official languages.
- Ensure that a sign indicating that both official languages are spoken is visible to your clients. (see "**Official languages symbol**" information sheet)

Additional resources

For practical and readily available tips in providing a bilingual reception please consult the following:

Official Languages Publications and Guides – Service to the Public

From Bonjour to Au revoir – Usual expressions on the Telephone

Reminder – Advice to offer quality service in both official languages

On the Telephone – Glossary and usual expression for quality service in both official languages

www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#30

To highlight your organization's bilingual reception area consider ordering the following poster:

Official Languages Posters

English or French...Go ahead, it's your choice!

www.hrma-agrh.gc.ca/ollo/tools-outils/pos-aff/index_e.asp



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Information sheet:

Official languages symbol

It is important to create a bilingual atmosphere that lets your members or clients know that your organization offers services in both official languages. Invite members and clients to use the language of their choice by displaying the easily recognizable official languages symbol or by creating your own symbol.

Use of the official languages symbol

This symbol identifies organizations that are capable of communicating in either of Canada's two official languages.

- When the word "English" is presented over the word "Français" the organization or person has English as a first language and has a capacity of communicating in French.
- When the word "Français" is presented over the word "English" the organization or person has French as a first language and has a capacity of communicating in English.

Make sure that the official languages symbol is readily visible to the public and that it directs them to areas where they may be served in both official languages.

English first:



French first:



Formats available:

- Surface-mounted sign
- Double-sided ceiling-suspended sign
- Double-sided wall bracket sign
- Counter sign
- Self-adhesive sign (for nameplates or glass)
- Lapel pins

For more information please visit:
Public Service Human Resources Management Agency of Canada
Official Languages Symbol
www.hrma-agrh.gc.ca/ollo/tools-outils/picto/index_e.asp

or contact:
Pattison Sign Group
Telephone: (613) 247-7762
1-800-661-2493

Create your own official languages symbol

Your organization may choose to create its own official languages symbol. Some advantages to this approach include:

- the ability to incorporate your organization's logo into your visual offer of bilingual services;
- the flexibility to indicate the level of service that you provide in both languages. For example, your organization may be able to offer bilingual services:
 - all of the time
 - upon request
 - certain documentation
 - seasonal (for example, tourism)

Refer to the links below to view some innovative approaches developed by other organizations.

"Bonjour!", Réseau national de développement économique et d'employabilité Yukon (a bilingual PDF)
www.rdee-yukon.ca/Documentations/bonjour_2005.pdf

"Ici on parle français", Nova Scotia Department of Tourism, Culture and Heritage
<http://novascotia.com/partners/ici/ici.htm>

"C'est si bon. Ensemble -Together", Economic Development Council for Manitoba Bilingual Municipalities
www.cdem.com/english/sibon_eng.htm



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● Information sheet:

Bilingual meetings: step by step

Invitation

Make sure that the invitation and the agenda clearly state that both official languages will be used at the meeting and that arrangements have been made to allow unilingual attendees to take part in discussions.

Opening

Use both official languages at the start of the meeting and invite participants to speak in the language of their choice. Don't hesitate to appoint a co-chair if you are not entirely comfortable in the two official languages.

Ask participants whether they understand both official languages. If help is needed, offer summaries of the relevant topics in their preferred language.

Remind participants that the presence of unilinguals should in no way inhibit bilingual discussion.

Presentations and discussions

If necessary, call upon participants who support your initiative to contribute something in the minority language.

Address participants in their first language.

Closing

Remind participants that they are free to prepare documents in either English or French, both in draft or final form.

If necessary, decide which documents are to be translated and when. Ask participants for their comments.

Take note of suggestions or methods that were successful. Enter into a dialogue with your group.

Excerpted from: Chairing meetings: How to successfully conduct meetings in both official languages. http://www.tbs-sct.gc.ca/ollo/tools-outils/pg/index_e.asp

Additional resources

For more complete documentation concerning bilingual meetings consult:

Official Languages Publications and Guides – Language of Work

Chairing Meetings: How to successfully conduct meetings in both official languages

You Have the Floor: Using Both Official Languages in Meetings

www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#40



● Information sheet:

Bilingual teleconferencing

Organizing a teleconference is sometimes a more cost-efficient alternative for bringing people together. A regular telephone conference does not, however, take into consideration the language needs of participants. Consider arranging a bilingual telephone conference so that English and French-speaking members or clients are able to participate fully.

Bilingual teleconference options

- A bilingual teleconference may be held if it is chaired bilingually and the participants are able to participate in the language of their choice. Refer to the "**Bilingual meetings**" **information sheet** for tips on how to chair a bilingual meeting.
- A bilingual teleconference may also be held if *simultaneous interpretation* services are made available through a teleconference service provider. Both English and French-speaking participants benefit from the immediate translation of information from one language to another. A bilingual chairperson is not necessary for this teleconference format. Oral communication is passed from a speaker from one language group to the interpreter who then relays the interpretation to the participants of another language group. With simultaneous interpretation there is no delay – the message is translated as it is being given.

A successful bilingual teleconference requires preparation on your part and you may require additional services from your teleconference service provider if you wish to provide simultaneous interpretation. Consider some of the following suggestions:

General preparation for a bilingual teleconference

- Ensure that documentation for the teleconference is prepared in both languages (for example, meeting agenda, supporting documents, participant list) and distributed in advance.

Arranging simultaneous interpretation services

- Select a teleconference service provider and discuss your particular needs. Your service provider will be able to describe the different features they offer. Make sure that they are able to provide simultaneous interpretation.
- If this is the first time that your organization arranges a bilingual teleconference, provide instructions to your participants in both languages.



Information sheet:

Planning bilingual meetings and events

The primary goal of a meeting or conference is to bring people together to share information. Language requirements should be integrated into the planning process from the beginning to ensure that individuals may participate fully in the official language of their choice.

Commitment and responsibility

Your plan should ensure that all participants feel comfortable in the language of their choice.

- Confirm commitment by your organization's senior management that both official languages will be recognized as an important element of the event.
- Put in place a planning committee to assume the responsibility for ensuring that the language requirements are addressed for every aspect of the meeting or event.

Effective Planning

To create an effective plan, consider the following:

- Know your participants. Include a language preference question in your registration form.
- Identify the services that your organization will be required to provide to meet the language needs of participants. (for example: program content, reception, signage, documentation, advertising, media relations, contracts, food services and other onsite services)
- Endeavour to have both French and English presenters. Advise all presenters early in the process that they need to be prepared for a bilingual audience.
- Advise service providers and contractors that their services must be available in both languages.
- Budget early on for the provision of bilingual services.

Remember that there are other important considerations when planning an inclusive meeting or event. Organizers should address the needs of participants with disabilities and respect religious or cultural differences.

Creating a checklist

Prepare a meeting or event checklist to ensure no item is forgotten and that the plan is executed respecting specific deadlines. Refer to the **Additional resources** below to assist you in preparing your own checklist.

Additional resources

Welcome – Getting the most from both official languages at popular events of national or international significance, Treasury Board Canada

http://epe.lac-bac.gc.ca/100/201/301/tbs-sct/tb_manual-ef/Pubs_pol/hrpubs/TB_A3/WELCDOC_e.html

Guidelines on how to prepare, present and participate in a bilingual conference, University of Ottawa

www.uottawa.ca/services/tlss/stlhe2004/pages/guidelines.htm

Guide to planning inclusive meetings and conferences, Treasury Board Canada

www.tbs-sct.gc.ca/pubs_pol/hrpubs/TB_852/gpimc-gprci_e.asp

Checklist for the organization of special events, Canadian Heritage

www.canadianheritage.gc.ca/progs/cpsc-ccsp/pe/list_e.cfm



Information sheet:

Translation and interpretation

Translation and interpretation are two different activities: a translator translates the text of a document from one language to another, while an interpreter translates the words of a speaker in real time.

Using the services of a translator

If the volume of documents in your organization does not warrant hiring an in-house translator, you can use the services of a free-lance translator. A certified translator has an in-depth knowledge of language and has completed extensive training. You will find that translators work in a wide variety of domains: science, technology, law, health, economics, etc. They work to ensure that the translation is grammatically correct and is written in a manner suited for its intended use.

Once you have located a translator, be prepared to answer their questions and have a few questions ready that you may want to ask. For a few tips and cost considerations you may wish to consult our "**Translation checklist**" **practical tool**.

Using the services of an interpreter

Interpretation allows the speaker and other participants to use the language of their choice. The interpreter must prepare for the conference according to the subject field. There are two types of interpretation:

- Simultaneous – which means the interpretation is made available to all participants at the same time as the speaker (will often make use of electronic equipment)
- Consecutive – which is intended for an individual or a small group, the interpreter speaks after the speaker

Once you have located an interpreter there are a few questions you may wish to ask regarding their services. There are a few tips and cost considerations you may wish to consult our "**Interpretation checklist**" **practical tool** that will help guide you through the process.

Locating a translator or interpreter

Visit the Canadian Translators, Terminologists and Interpreters Council website at www.cttic.org. Here you may consult your provincial association's membership listings to locate a certified translator or interpreter that will meet your specific needs.

Funding for translation and interpretation

When applying to potential sources of funding, make sure to incorporate in your submission all costs associated with delivering your project in both English and French.

At Canadian Heritage, the *Support for Interpretation and Translation* program aims to assist organizations that encourage the participation of Canadians in both official languages at public events and to increase the number of documents available in both official languages. To find out more visit:

Support for Interpretation and Translation – Canadian Heritage
www.pch.gc.ca/progs/lo-ol/progs/mev-pdl-ait_e.cfm

For a similar program available to organizations in New Brunswick, please visit:

Translation Program, Culture and Sport Secretariat - New Brunswick
www.gnb.ca/0131/languages-e.asp



Information sheet:

Second language learning

There are many ways to learn or maintain a second language. This section looks at different approaches aimed at developing second language skills.

Language Training

Language training is an effective way to improve your organization's capacity to offer services in both official languages.

Several training options may be considered.

- Language courses offered outside of the organization by private language schools, colleges, universities, local school boards
- Tailor-made courses offered on-site
- Self-teaching courses (Internet, video tapes, audio cassettes, software packages, etc.)
- Distance training

When considering a program for employees of your organization, consult the "**Language training checklist**" **practical tool**.

Language maintenance

Maintaining your second language skills doesn't always require a formal language training program. There are many ways to practise second language skills without even leaving the comfort of your own home! Listen to the radio, watch a television program or play a word game in your second language. Consult the "**Practising second language skills**" **practical tool** for a wide variety of suggestions designed to help you improve your second language skills.

Professional placement or exchange

To improve your language skills, consider going on a placement with an organization that operates in your second language. To ensure an enriching professional experience, choose an organization that has a mandate similar to your own. A reciprocal exchange of staff or volunteers between similar or complementary organizations may also be an option.

Additional resources

The following Canadian database will lead you to:

- Language training organizations (private and public) listed by province or territory
- Thousands of second language educational resources to practise and improve your skills

LangCanada.ca

www.langcanada.ca

Official Languages Publications and Guides – Public Service Human Resources Management Agency of Canada

Ten Benefits of Learning and Using Another Language

Tips for Maintaining Your New Language Skills – Booklet giving examples of activities to maintain new language skills.

www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#10



● Practical tool:

Monitoring and assessment

" MAKING YOUR ORGANIZATION BILINGUAL "	Monitoring and assessment at time of statement Date :	Assessment of progress Date :
DIAGNOSTIC GRID	✓	✓
Support obtained from: <ul style="list-style-type: none"> ▪ Board of Directors ▪ members/volunteers ▪ executives/managers ▪ employees/unions 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Member services: <ul style="list-style-type: none"> ▪ telephone answered in both languages ▪ bilingual automated telephone messages ▪ visitors greeted in both languages ▪ correspondence in recipient's language of choice 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Organization: <ul style="list-style-type: none"> ▪ official statement of bilingual status ▪ measures and guidelines adopted in both official languages ▪ associated costs integrated into budget ▪ bilingualism promoted within the organization ▪ positions designated bilingual as appropriate 	<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>Freedom to use and be answered in one's language of choice at:</p> <ul style="list-style-type: none"> ▪ annual general assemblies, conferences, etc. ▪ Board of Directors meetings, other internal committees and meetings 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
<p>Working tools available in both languages:</p> <ul style="list-style-type: none"> ▪ software, keyboards, dictionaries, etc. ▪ guides and manuals ▪ email 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Documents available in French and English:</p> <ul style="list-style-type: none"> ▪ publications and brochures ▪ newsletters ▪ press releases ▪ meeting minutes ▪ internal memoranda ▪ documents posted on the web ▪ annual reports 	<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>Language training available to members and employees</p>	<input type="checkbox"/>	<input type="checkbox"/>
<p>On the job and at other work-related activities:</p> <ul style="list-style-type: none"> ▪ clear indication in reception area that English and French are used (magazines, newspapers, brochures, documents, etc.) ▪ bilingual signage in plain view ▪ bilingual employees identified by badges (particularly at events and conferences) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



● Practical tool:

Language policy statement

Resolution on official languages:

Example 1:

Whereas _____ *organization name* _____ recognizes the importance of delivering services in both official languages to adequately meet the needs of its entire membership;

Whereas _____ *organization name* _____ will need adequate resources to implement a policy of delivering services in both official languages:

The Board of Directors of _____ *organization name* _____, through this resolution, hereby endorses efforts to improve and expand service delivery in both official languages in all areas related to the organization's activities.

Adopted by the Board of Directors of _____ *organization name* _____ on _____ .

Example 2:

The Board of Directors has adopted a resolution on official languages that commits _____ *organization name* _____ to make all of its services available in both official languages.

It is hereby agreed that _____ *organization name* _____ considers the delivery of bilingual services as a priority and commits itself to offering services in both official languages at all levels. _____ *organization name* _____ intends to take all steps necessary to achieve this goal and will ensure that no employee is adversely affected by these new measures.

Adopted by the Board of Directors of _____ *organization name* _____ on _____ .



● Practical tool:

Measures and guidelines

Whereas _____ *name of organization* _____ has undertaken a commitment to offer services in both English and French, the following measures and guidelines are hereby adopted.

FORMAL IDENTIFICATION

- Bilingual materials will be used to convey a bilingual image. (for example, logo, letterhead, electronic signature blocks, business cards, signage)
-

WRITTEN COMMUNICATION

Information, advertisements and promotional material

- A bilingual format is to be used whenever possible.
- Brochures, pamphlets and all promotional material for general distribution will be made available in both official languages.
- Publications will include the appropriate version of the following notice: "This document is also available in English" or "Ce document est également disponible en français."
- When a publication is produced in one language only, serious consideration will be given to providing a summary in the other language.
- Advertising will be done in both English and French-language media.

Correspondence

- Mail from members or the public will be answered in the official language used in the original request.
- When initiating correspondence, the language preference of the individual to be addressed will be determined and respected.
- Language preference will be indicated in the client database.

Forms and contracts

- All forms used by members and clients will be made available in English and French, preferably in a bilingual format. If separate English and French versions are produced, there must be an indication that the form is available in the other language.

- Contracts will be available in both English and French.
- Contracted service providers shall be required to provide their services in both English and French.

Newsletters, bulletins and publications

- Newsletters, bulletins, publications and other documents, such as by-laws and regulations, will be made available in English and French.
- Publications produced in separate versions will indicate their availability in the other language.
- When a publication is produced in one language only, serious consideration will be given to provide an abstract in the other language.

Website

- All website material will be created in both English and French.
- Website updates will be made simultaneously in both languages.

Media relations

- All press releases will be produced in English for the English media and in French for the French media.

ORAL COMMUNICATION

Call centres and reception

- Call centres and reception areas will be staffed by individuals able to respond to requests and to greet the public in English and French.

Pre-recorded telephone messages

- All voice mail messages will be recorded in both official languages.

Meetings, conferences and other events

- When holding meetings, conferences or other events, efforts will be made to ensure that participants feel free to use the official language of their choice.
 - When holding a promotional activity or event, a bilingual image will be projected. (for example, signage, publications and services available in both languages)
 - Welcome speeches at public and official events will be given in both English and French.
 - Meetings and events will be chaired bilingually and presenters will be made aware of the language requirements of participants.
 - Press conferences held in one of the official languages will have a spokesperson in the other language.
-

ORGANIZATIONAL PROCEDURES

Board of Directors

- All verbal or written information requests concerning the business of the Board will be answered in the language of the request.
- Participants in meetings of the Board of Directors are free to express themselves in the language of their choice.
- Both official language groups will be represented on the Board.

Various operational and executive committees

- All verbal or written information requests concerning the business of the various committees will be answered in the language of the request.
- Participants in meetings and activities are free to express themselves in the language of their choice.
- Both official language groups may be represented on the various committees.

Annual general assembly

- All information related to the annual general assembly (for example, invitation, notices, agenda, minutes) will be distributed in both official languages.
 - During the annual general assembly, members are free to express themselves in the language of their choice.
 - Simultaneous interpretation will be made available as required.
 - The invitation to the annual assembly will be issued in both official languages.
-

BILINGUAL POSITIONS

- Positions will be designated bilingual as required.
 - Linguistic requirements for designated bilingual positions and a linguistic evaluation process will be established.
 - Targeted recruitment procedures will be used to assist in the hiring of qualified bilingual personnel.
-

LANGUAGE TRAINING

- When developing training or professional development programs, second language training programs will be included.
 - Incentives will be provided to employees who are willing to develop second language skills on their own time.
-

APPLYING THE POLICY

- The President-Elect is responsible for ensuring overall applications of the policy, however employees at every level will be held accountable.
-

To view examples of measures and guidelines developed by organizations, please visit the following links:

Canadian Radiation Protection Association Language Policy
www.carpa-acrp.ca/en/carpa/documents/language_policy.php

Architect's Association of New Brunswick Official Languages By-Law
www.aanb.org/main/English/general_public/pdfs/Official%20Languages%20By-Law.pdf

Real Estate Institute of Canada Official Languages Policy
www.reic.ca/main/LanguagesPolicyE.html

Canadian Canoe Association Official Languages Policy
www.canoekayak.ca/files/FinalOfficialLanguagesPolicy-May2004.pdf

Canadian Association of Speech-Language Pathologists and Audiologists
Official Languages/Bilingualism Policy
www.caslpa.ca/english/resources/official_languages.asp



● Practical tool:

Bilingual position profile

When preparing a bilingual position profile, remember that both official language requirements must be relevant to the duties and responsibilities of the position. Designate bilingual positions using the descriptions of proficiency levels for the skills required (for example: reading, writing and oral interaction). These descriptions highlight the level of ability in official languages required and examples of tasks that would be performed at that level. For examples of bilingual position profiles, refer to the **Additional resources** below.

A sample bilingual position profile:

With the aim of serving its members in the official language of their choice, the Board of Directors has adopted a resolution that commits _____ *organization name* _____ to providing its services in both official languages.

In accordance with this policy, the position of _____ *position name* _____ is hereby designated as bilingual.

Description of duties:

Linguistic profile:

On the basis of the above duties, the language proficiency requirements for this position are established as follows:

Language	English			French		
	Reading	Writing	Oral	Reading	Writing	Oral
Skill (comprehension & expression)						
Level*						

Reading:	<u>explain the level required and the tasks associated with this skill</u>
Writing:	<u>explain the level required and the tasks associated with this skill</u>
Oral interaction:	<u>explain the level required and the tasks associated with this skill</u>

* Select level of proficiency required based on your organization's language proficiency criteria.

Additional resources

The following information presents a governmental approach for determining levels of proficiency and cites examples of linguistic profiles; however it may be a useful reference for organizations.

Determining the Linguistic Profile for Bilingual Positions, Public Service Commission of Canada

www.psc-cfp.gc.ca/ppc/sle_pg_06_e.htm

Linguistic Profile, Canadian Museum of Civilization Corporation

www.civilization.ca/societe/emploi/langue.html



● Practical tool:

Bilingual formatting

Written documents

Options:

Tumble or "flip-side" format

Advantage: conveys clear bilingual image
Disadvantage: cost



Two columns side-by-side, one English, one French

Advantage: conveys clear bilingual image
Disadvantage: challenging to format



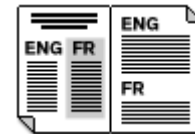
Two separate editions

(Always inform the reader that the document exists in the other language, whether overleaf or on request. This notice also serves to promote the bilingual character of your organization.)
Advantage: cost effective
Disadvantage: does not convey a clear bilingual image



Switching from one language to the other within the same document

Advantage: may be used to introduce a change in policy
Disadvantage: difficult to read, incomplete information



Computer presentations (PowerPoint)

Options:

Alternation: one slide in English, one slide in French

Advantage: conveys clear bilingual image
Disadvantage: information is incomplete in each language



Simultaneous presentation in both languages

Advantage: conveys clear bilingual image

Disadvantage: higher production and equipment rental costs



Internet site

Options :

Home page highlighting choice between the two languages

Advantage: conveys clear bilingual image

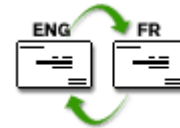


Business cards

Options :

Two-sided, one side in French, the other in English

Advantage: clear bilingual image and attractive presentation



One-sided with integrated languages

Advantage: conveys clear bilingual image

Disadvantage: hard to display a lot of information



Two separate versions

Disadvantage: does not convey a clear bilingual image; hard to make sure the recipient gets the right one



Letterhead

Options :

Both languages at top, one above the other

Advantage: clear bilingual image

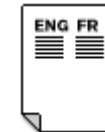
Disadvantage: How to decide which language comes first?



Both languages at top, side by side

Advantage: clear bilingual image

Disadvantage: a certain precedence given to the language on the left



Two separate versions

Disadvantage: expensive; does not convey clear bilingual image





● Practical tool:

Translation checklist

As you prepare to use the services of a translator, review this checklist to help you make the experience as effective and cost efficient as possible. This checklist is not exhaustive and every item may not apply to your situation. Consider some of these suggestions to guide you in the process (some of the material has been adapted from the website of the *Ordre des traducteurs, terminologues et interprètes agréés du Québec* www.ottiaq.org).

What a translator might ask you:

- What is the document about? For example, is your document: technical or legal in nature, is it for promotional use (a brochure, website material) is it an internal communication (a company manual, committee minutes)?
- How long is your document? (try to have the number of pages and words available)
- Is this a document that is being revised? (In other words, is there an original version therefore requiring only certain parts to be reviewed and translated?)
- Is there any background information available? (e.g. a glossary of terms that are specific to your organization, were references made to any other works when preparing this document?)
- Is the author of the document available for questions?
- When do you need the document?
- Can the document be provided in electronic format?

What you might ask a translator:

- What experience do you have in the subject matter? (e.g. has the translator done work of a similar nature, are there references available)
- How do you bill and what is your rate? (e.g. by the word, by the hour)
- What other services are included in the translation? (e.g. proof-reading, document formatting, how do you deal with last minute revisions?)
- In what format do you require the document? (e.g. electronic format)

Cost considerations

- When employing the services of a translator, you may wish to request a contract. It is important to outline the rates, services provided, a deadline for the translation, any other special considerations that you may have. You may view several “sample” contracts by visiting the following sites. These contracts were created by the respective provincial associations and are provided here as reference tools.

Sample Contract - Association of Translators and Interpreters of Nova Scotia
www.atins.org/english/downloads/contract/Sample_Contract.pdf

Model Translation Contract - Association of Translators and Interpreters of Ontario
www.atio.on.ca/info/contract.html

- Plan in advance for your translation. Give as much notice as possible when having a document translated. This allows for important revision time and for any “unforeseen glitches” during the process. Avoid last minute requests for translations as you might incur increased costs for the urgency.
- Ideally, all documents should be produced in both languages simultaneously, but depending on the document’s size, distribution (internal and external) and purpose (to support decision-making or for information purposes only) several other options are available. For example, you could:
 - Translate the document at a later date
 - Draft the documents in parallel in the two languages to avoid the need for translation
 - Summarize the contents of the document in the other language

- Someone within your organization should review the translation. This process helps to ensure that the translator, who is not a part of your organization’s culture, has captured the essence of your document.
- Consider the number and length of the documents to be translated. Remember that the documents still have to be printed and distributed.
- You may wish to contact a local school of translation. There may be students who are available to do small translations as part of their study program. You may visit the following websites to locate a school of translation near you to inquire about this possibility:

Canadian Association of Schools of Translation – Member Programs
www.uottawa.ca/associations/acet/prog_membr.htm

Association of Universities and Colleges of Canada
Field of Study: Language Interpretation and Translation
<http://oraweb.ucc.ca/>



● Practical tool:

Interpretation checklist

As you prepare to use the services of an interpreter, review this checklist to help you make the experience as effective and cost-efficient as possible. This checklist is not exhaustive and every item may not apply to your situation. Consider some of these suggestions to guide you in the process.

What an interpreter might ask you:

- What kind of interpretation services do you require?
 - Simultaneous – which means the interpretation is made available to all participants at the same time as the speaker. (will often make use of electronic equipment)
 - Consecutive – which is intended for an individual or a small group, the interpreter speaks after the speaker.

- What time of day are the services required? (e.g. between 9 am to 5 p.m. or after working hours?)
- How long do you require the services of an interpreter? (e.g. less than 4 hours or a full working day?)
- What is the subject matter and is there preparatory material available for review?

What you might ask an interpreter:

- What kind of technical equipment or room do you require? (this will depend on the type of interpretation services you require)
- Do you have any other special requirements?
- What experience do you have in the subject field?
- What is your fee, will there be more than one interpreter and what costs are included? (e.g. travel expenses)

Cost considerations

- Note that rental of simultaneous interpretation equipment is provided by service providers independent from the interpreters, therefore a separate contract is necessary.
- Get more than one quote for the work to be done.
- Plan in advance. Avoid last-minute arrangements. With good planning in terms of equipment, rooms and events, you may be able to use a single interpretation team.
- Determine in advance what the language requirements are of your participants. (e.g. provide event preregistration)
- Evaluate what parts of the event require interpretation. (e.g. plenary sessions and workshops to be interpreted or offered separately in English and French)
- Consider that normal working hours are usually from 9 a.m. – 12 p.m. and 1:30 p.m. to 5 p.m., after which overtime must be paid.
- Two interpreters are usually enough for each half day.
- Rent only the equipment that you need. (e.g. order only the number of headsets that you require, use one microphone for two speakers)
- Seek out rental locations that have permanent interpretation booths to save on equipment rental costs.
- Plan your event so that all parts requiring interpretation are held in the same room. This way you save the cost of rental equipment being moved or duplicated.
- Have background material available for the interpreter(s) in advance for their review.
- Whispered interpretation by professionals or volunteers may be appropriate in certain situations and may save you money on interpretation fees and equipment rentals.
- You may wish to contact a local school of translation and interpretation. There may be students who are available to do smaller scale interpretation as part of their study program. You may visit the following websites to locate a school of translation and interpretation near to you to inquire about this possibility.

Canadian Association of Schools of Translation – Member Programs

www.uottawa.ca/associations/acet/prog_membr.htm

Association of Universities and Colleges of Canada
Field of Study: Language Interpretation and Translation
<http://oraweb.uacc.ca/>



● Practical tool:

Language training checklist

What are some strategies for successful language learning? There are many factors that contribute to the success of learning a second language. For example, the method of instruction, the learning materials used, the classroom size and the program goals. There are also factors related to the individual learning the second language. For example, motivation to learn the language and a willingness to practise newly acquired language skills. Consider some of the following strategies when offering or participating in second language learning programs.

Strategies related to the second language training program:

- Determine the appropriate language level for the participants by way of a language assessment test.
- Determine the objectives of the program. Are they related to a specific language need for your organization? For example: do your employees require reception language skills; conversational skills or written competency? Consider a program tailored to needs.
- Offer incentives to maintain interest and participation in the program.
- Regularly monitor the program's overall progress as well as the progress of the individual participants.

Strategies for the language learner:

- Set clear goals for yourself. Establish what your needs are and what you hope to accomplish during your language training.
- Be realistic about the time it takes to learn a second language. You will have to reserve time in your schedule for classroom instruction and study time when learning a language.
- Be aware of your learning style. What learning resources would enhance your experience? Ask the institution or the program instructor what their approach is to teaching a second language.
- Make the most of your second language learning experience. Your active participation in the classroom is important but there are other ways to improve your language skills. Look for informal opportunities to practise your newly acquired language skills. Consider some of the suggestions that can be found in our "**Practising second language skills**" practical tool.



● Practical tool:

Practising second language skills

Learning and maintaining a second language requires the opportunity to practise newly acquired language skills. Formal language training often involves a structured approach, but practising a second language may be done through many informal and innovative ways. The list below divides various languages skills into groups and offers some suggestions for practising the particular language skill. The methods are simple and may be easily incorporated into your daily activities.

Language skill	Second language (SL) skill practice
Reading	<ul style="list-style-type: none"> ▪ Read a newspaper or book in the SL ▪ Subscribe to a magazine in the SL ▪ Try an activity in the SL <ul style="list-style-type: none"> - play a board game - read and prepare a new recipe
Writing (grammar and vocabulary)	<ul style="list-style-type: none"> ▪ Correspond with a "pen-pal" in the SL ▪ Use dictionaries, grammar guides, effective writing guides when doing any written work ▪ Refer to and bookmark websites that provide online dictionaries, glossaries, writing tips, etc. ▪ Take advantage of online grammar exercises or games
Listening	<ul style="list-style-type: none"> ▪ Listen to the news on a radio station in the SL ▪ Watch a television program or sporting event in the SL ▪ Listen to music in the SL ▪ Watch a movie in the SL ▪ Attend a cultural performance in the SL <ul style="list-style-type: none"> - theatre - concert

Speaking and listening

- Visit a museum or go to a restaurant in the SL
- Take lessons or classes taught in the SL
 - tennis or dance lessons
 - cooking classes
- Join a club whose membership is in the SL
 - a sporting activity such as a cycling club
 - a book club
 - a bird watching group
- Practise speaking the SL with colleagues at work
 - ask them to correct you if you make an error
- Try a CD-Rom or other computer software focusing on oral SL communication skills
- Consider taking your next vacation in a region that speaks the SL



● Practical tool:

Member satisfaction

QUESTIONNAIRE

_____ *Organization name* _____ has taken steps to offer services to its members in both of Canada's official languages. In order to serve you better, we would appreciate you answering the following questions:

1. Did the person who answered the phone adequately identify the organization in English and in French?
2. Did you feel free to continue the conversation in the language of your choice?
3. Are you able to use the language of your choice at meetings?
4. Is the correspondence that you receive (including newsletters, annual reports and meeting minutes) in the language of your choice?
5. Are the translated documents produced by the organization consistently of acceptable quality?
6. Do you feel that the organization projects a bilingual image to its members, its customers and the general public?
7. Are you satisfied with the services provided in the language of your choice?
8. Are there any ways the delivery of services in both official languages could be improved?



● Practical tool:

Client satisfaction

QUESTIONNAIRE

_____ *Organization name* _____ has taken steps to offer services to its clients in both of Canada's official languages. In order to serve you better, we would appreciate you answering the following questions:

1. Did the person who answered the phone adequately identify our organization in English and in French?
2. Did you feel free to continue the conversation in the language of your choice?
3. Are you able to use the language of your choice in communicating with our organization?
4. Is the correspondence that you receive in the language of your choice?
5. Are the translated documents produced by our organization consistently of acceptable quality?
6. Do you feel that our organization projects a bilingual image to its clients and the general public?
7. Are you satisfied with the services provided in the language of your choice?
8. Can you suggest how the delivery of services in both official languages could be improved?



Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

Reference works and sites

- Communications
- Bilingual meetings and events
- Bilingual positions
- Translation and interpretation
- Learning a second language
- Official languages in context
- Useful links



Resources and links

Welcome to the **Resources and links** section of the website. Here you will find links and references related to communications (bilingual reception, writing and meetings), translation and interpretation, and learning a second language. Also, to help put your official languages strategy in context, links to background information on the history and status of official languages in Canada have been provided.

Some links bring you directly to a resource. Other references are for text-based resources that should be available through a local or online bookseller. Even though certain links direct you to sites designed for the public service, the information and suggestions they contain may be easily adapted to suit your particular situation.

The following sampling of resources is not exhaustive. It has been designed to provide you with suggestions that will help your organization build its own resource collection.

Communications

• Dictionaries

The Canadian Oxford Dictionary, 2nd edition, Oxford University Press (2004)

Le Petit Robert : Dictionnaire de la langue française, Dictionnaires le Robert (2006)

Le Robert & Collins Senior : Dictionnaire français-anglais, anglais-français, Dictionnaires le Robert (2005)

• Specialized dictionaries

Bescherelle : L'Art de conjuguer, nouvelle édition, Hurtubise HMH (1998)

Bescherelle: Complete Guide to Conjugating 12000 French Verbs, bilingual edition, Hurtubise HMH (1999)

Canadian Oxford Paperback Thesaurus, Oxford University Press (2003)

Le Grand Druide des synonymes, Éditions Québec Amérique (2001)

Multidictionnaire de la langue française, 4e édition, Éditions Québec Amérique (2003)

Roget's International Thesaurus, 6th edition, HarperCollins Publishers (2002)

- Glossaries, terminology

Le grand dictionnaire terminologique, Office québécois de la langue française (French only)

Le grand dictionnaire terminologique de l'Office québécois de la langue française is an online terminological dictionary that covers over 3 million French and English terms specific to industry, science and commerce in 200 fields of specialization.

www.oqlf.gouv.qc.ca/ressources/gdt.html

Language Toolbox - Translation Bureau, Public Works and Government Services Canada

The Language Toolbox offers you a wide range of terminology resources that will help you solve your trickiest language, terminology and usage problems.

www.translationbureau.gc.ca/pwgsc_internet/fr/outils_tools_e.htm

Publications - Translation Bureau, Public Works and Government Services Canada

The Translation Bureau publishes vocabularies and terminology bulletins (over one hundred titles to date) in many areas of government activity. These publications are available to people in Canada and around the world and have become essential working tools for language professionals and for the general public.

www.translationbureau.gc.ca/pwgsc_internet/fr/publications/publications_e.htm

TERMIUM ® - Translation Bureau, Public Works and Government Services Canada

More than a dictionary, TERMIUM ® contains specialized and highly specialized terms not found in any standard bilingual dictionary. TERMIUM ® also includes the Bureau's three writing assistance tools: The Canadian Style, Le guide du rédacteur and the Lexique analogique.

www.termium.gc.ca/site/accueil_home_e.html

- Style guides, reference works

La banque de dépannage linguistique, Office québécois de la langue française (French only)

An educational resource that provides answers to frequently asked questions regarding grammar, spelling, punctuation, general vocabulary and abbreviations.

www.oqlf.gouv.qc.ca/ressources/gdt_bdl2.html

The Canadian Style: A Guide to Writing and Editing, 2nd edition, Translation Bureau, Public Works and Government Services Canada (1997) (English only)

You can use this reference to quickly find the correct way to use abbreviations, italics, bibliographies, geographical names, use of capital letters and more.

The Guide deals with letter, memo and reports formats, notes and indexes. Also included is an appendix on how to present French words in an English text.

www.fedpubs.com/subject/commun/cdnstyl.htm

Editing Canadian English, 2nd edition, Editor's Association of Canada, MacFarlane Walter & Ross (2000) (English only)

This work addresses spelling, punctuation, French in English context, canadianization, avoiding bias etc.

www.editors.ca/resources/eac_publications/ece.html

Le français au bureau, 6e édition, Office québécois de la langue française (2005) (French only)

Le français au bureau addresses a range of linguistic difficulties encountered when composing letters, forms and other administrative and commercial writing.

www2.publicationsduquebec.gouv.qc.ca/home.php

Le guide du rédacteur, 2e édition, Travaux publics et Services gouvernementaux, Canada (1996) (French only)

Revised and updated, this edition includes chapters dealing with punctuation, use of capital letters, bibliographic references, forms for correspondence and everything else one needs to know to communicate effectively in the French language.

www.fedpubs.com/subject/commun/redact.htm

Le guide de rédaction du gouvernement de l'Ontario, Government Translation Service Ontario (2001) (French only)

This is a technical publication designed to assist individuals who must prepare documentation in French for the Government of Ontario. It provides answers to questions relating to the subject of communication style in written French. This new edition also contains information relevant to the new 10-digit dialling system.

www.onterm.gov.on.ca/guide.html

Plain Language: Clear and Simple, Human Resources Development Canada (1991)

(Also available in French: *Pour un style clair et simple*)

This reference presents a series of pertinent questions that you should ask yourself before you start writing. It offers guidance on how you should organize your information, choose words and construct sentences and paragraphs. It contains advice on presentation, highlighting the importance of headings, spacing, type style, graphics, and illustrations. The checklist at the end will help you gauge your success in writing plainly.

www.fedpubs.com/subject/commun/plainlang.htm

- Signage, posters, information sheets

Official Languages Symbol - Public Service Human Resources Management Agency

www.hrma-agrh.gc.ca/ollo/tools-outils/picto/index_e.asp

Official Languages Posters - Public Service Human Resources Management Agency

English or French...Go ahead, it's your choice!

www.hrma-agrh.gc.ca/ollo/tools-outils/pos-aff/index_e.asp

Official Languages Publications & Guides - Public Service Human Resources Management Agency

Reminder - Advice to offer quality service to the public

From Bonjour to Au revoir - Usual expressions on the telephone in both official languages

Getting on Board - Advice on how to offer quality service to Canadians in both official languages

www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#30

- Chairing bilingual meetings

Official Languages Publications & Guides - Public Service Human Resources Management Agency

The Hit Play - Chairing bilingual meetings

Chairing Meetings - How to successfully conduct meetings in both official language

www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#40

- Planning bilingual meetings and events

Welcome - Getting the most from both official languages at popular events of national or international significance, Treasury Board Canada

http://epe.lac-bac.gc.ca/100/201/301/tbs-sct/tb_manual-ef/Pubs_pol/hrpubs/TB_A3/WELCDOC_e.html

Guidelines on how to prepare, present and participate in a bilingual conference, University of Ottawa

www.uottawa.ca/services/tlss/stlhe2004/pages/guidelines.htm

Guide to planning inclusive meetings and conferences, Treasury Board Canada

www.tbs-sct.gc.ca/pubs_pol/hrpubs/TB_852/gpimc-gprci_e.asp

Checklist for the organization of special events, Canadian Heritage

www.canadianheritage.gc.ca/progs/cpsc-ccsp/pe/list_e.cfm

Top of Page



Bilingual positions

- Recruiting bilingual employees

Refer to the " **Recruiting bilingual employees** " **information sheet** for a listing of resources.

- Designating bilingual positions

The information found here explains the Government of Canada's procedure for assigning bilingual positions; however it may be a useful reference for organizations.

Determining the Linguistic Profile for Bilingual Positions, Public Service Commission of Canada

www.psc-cfp.gc.ca/ppc/sle_pg_06_e.htm

Linguistic Profile, Canadian Museum of Civilization Corporation

www.civilization.ca/societe/emploi/langue.html

- Good employment practices

For information concerning Canadian human rights and employment practices, consult the following websites:

Canadian Human Rights Commission - Federally Regulated Organizations

www.chrc-ccdp.ca/discrimination/federally_regulated-en.asp

Canadian and Human Rights Commission - Provincial and Territorial Human Rights Agencies



Translation and interpretation

- Associations

To find a translator or interpreter visit the Membership section of the Canadian Translators, Terminologists and Interpreters Council (CTTIC) website to locate your province or territory's association, order, chapter or society of translators, interpreters and terminologists.

www.cttic.org/e_member.htm

- Sample translation contracts

Association of Translators and Interpreters of Nova Scotia
Sample Contract

www.atins.org/english/downloads/contract/Sample_Contract.pdf

Association of Translators and Interpreters of Ontario
Model Translation Contract

www.atio.on.ca/info/contract.html

- Schools and programs for translation and interpretation

Association of Universities and Colleges of Canada
Field of Study: Language Interpretation and Translation

<http://oraweb.uacc.ca>

Canadian Association of Schools of Translation - Member Programs

www.uottawa.ca/associations/acet/prog_membr.htm

- Translation and interpretation funding

Support for Interpretation and Translation - Canadian Heritage

www.pch.gc.ca/progs/lo-ol/progs/mev-pdl-ait_e.cfm

For a similar program available to organizations in New Brunswick, please visit:

Translation Program, Culture and Sport Secretariat - New Brunswick

www.gnb.ca/0131/languages-e.asp



Learning a second language

- Educational resources and second language programs

LangCanada.ca

A one-stop window on the Internet that provides access to information and resources related to second official language teaching and learning.

www.langcanada.ca

- Information sheets

Official Languages Publications and Guides - Public Service Human

Resources Management Agency of Canada
Ten Benefits of Learning and Using Another Language
Tips for Maintaining Your New Language Skills - Booklet giving examples of activities to maintain new language skills.
www.hrma-agrh.gc.ca/ollo/tools-outils/pg/index_e.asp#10

Top of Page



Official Languages in Context

Our Official Languages: As a Century Ends and a Millennium Begins, Office of the Commissioner of Official Languages (2001)
Special publication marking the 30th anniversary of the Office of the Commissioner of Official Languages.
www.ocol-clo.gc.ca/archives/op_ap/histo/annivers/annivers_e.htm

Profiles of Francophone and Acadian Communities in Canada, 2nd edition, La fédération des communautés francophones et acadienne du Canada (FCFA) (2004)

Note: This website is in French only, however the documentation related to each provincial and territorial profile is available in French and English.
www.fcfa.ca/home/index.cfm?id=112

Statistical Profiles 2005: Francophones in Ontario, Office of Francophone Affairs, Government of Ontario (2005)
The Office of Francophone Affairs offers five profiles on the Francophone community in Ontario, based on Statistics Canada 2001 census data. The studies present an insightful portrait of the Francophone population.
www.ofa.gov.on.ca/english/stats.html

Statistics - Official Languages in Canada, Office of the Commissioner of Official Languages (2001)
Map and fact sheets on Canadians that present demolinguistic data for each province and territory.
www.ocol-clo.gc.ca/youth_jeunes/tools_outils/stat_can.asp?Lang=English

Top of Page



Useful links

Canadian Heritage
Official Languages Support Programs
www.pch.gc.ca/offlangoff

Office of the Commissioner of Official Languages
www.ocol-clo.gc.ca

Public Service Human Resources Management Agency of Canada
Official Languages Branch
www.hrma-agrh.gc.ca/ollo/index-sm_e.asp



Top of Page





Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

Tell us what you think

Feedback

Submit a best practice



Tell us what you think

Your feedback and suggestions are important to us. Your comments and sharing of your organization's best practices will help us to improve the quality of our website. Please take a few moments to fill in the **Feedback** form below or the **Submit a best practice** form.

Feedback

What sector does your organization belong to?

- Voluntary/not-for-profit
- Private
- Public

Did you find the information you were looking for on the website?

- Yes
- No

If no, what were you looking for?

What other information could be useful on the site?

Do you have any additional comments?

Tell us how to get in touch with you:

Organization name:

Contact person:

Telephone: _____

Email: _____

Thank you!

Submit comments

Reset



Top of Page 

Date modified: 2006-04-24

[Important Notices](#)



Site Map		Resources and links		Tell us what you think	
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices

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Feedback

Submit a best practice



Submit a best practice

We would like to hear about your organization's winning strategies for putting bilingualism into practice. Sharing your experiences may help to inspire and guide other organizations in offering English and French services. We invite you to submit your best practices by filling in the form below.

Please describe your organization's best practices in providing services in both English and French.

Has your organization encountered challenges in offering services in English and French? Please describe your organization's strategies to overcome these challenges.

Please provide the following contact information for the sole purpose of any need we may have to clarify your responses.

Organization name:

Contact person:

Telephone:

Email:

We may like to highlight certain best practices on this website. Would you grant permission to publish your organization's name in association with the examples that you have provided? Please read and answer accordingly.

- Yes. Specific reference to my organization's name may be made.
- No. The information may only be used for general purposes and no specific reference to my organization's name may be made.

Thank you!



		Site Map	Resources and links	Tell us what you think		
Home	A bilingual organization	Implementation process	Bilingualism in practice	Follow-up steps	Best practices	



Contact Us

To send us any questions or comments you may have regarding this site we invite you to contact us in one of the following ways:

By completing the forms found at: Tell us what you think

By email: offlangoff@pch.gc.ca

By telephone: (819) 994-2224

By mail:

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[Top of Page](#)

Submit best practice

Reset



Top of Page



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[Important Notices](#)