



**French Language Services Advisory Committee**

**MINUTES 6**

**Thursday, 11 September 2014**

**6:30 pm**

**Champlain Room, City Hall, 110 Laurier Ave. West**

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- Notes:**
1. *Please note that these Minutes are to be considered DRAFT until confirmed by Committee.*
  2. *Underlining indicates a new or amended recommendation approved by Committee.*

**Present:**

**Chair:** Étienne Camirand  
**Vice Chair:** Élizabeth Allard  
**Members:** Sonia Gaal, , Jean-Louis Schryburt,  
Roger Bouchard, Anne Walsh, Councillor Bob Monette (non-voting)

**Absent:** Tracy Ferne, Jessica Smith

**DECLARATIONS OF INTEREST**

There were no declarations of interest.

**CONFIRMATION OF MINUTES**

Confirmation of Minutes 5 - 19 juin 2014

**CONFIRMED**

## **PRESENTATIONS**

### 1. OTTAWA BOARD OF HEALTH - VERBAL PRESENTATION

City Wide

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Jacqueline Roy, Program Manager, Public Health gave a PowerPoint presentation on the services offered in French by the Ottawa Public Health Department. A copy of the presentation is held on file with the City Clerk's department.

She noted that Ottawa Public Health works hard to offer all services in French and is working with the Eastern Ontario Health Unit to offer bilingual services in all of Eastern Ontario. She described the various programs that are being offered to the francophone schools, seniors and the community at large being mindful to provide bilingual services.

Her presentation was followed by various questions from the members on the services being offered for the youth and seniors.

## **CITY OPERATIONS COMMUNITY AND SOCIAL SERVICES DEPARTMENT**

### 2. 10-YEAR HOUSING PLAN – WORKPLAN OBJECTIVE 3 - UPDATE

City Wide

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Janice Burelle, Administrator, Housing Services and Paul Lavigne, Strategic Initiatives Project Officer gave a PowerPoint presentation on the Housing Services Ten Year Plan and service offered in French.

Following the presentation questions were raised by the members on the bilingual services offered by the agencies that receive contracts and how they are monitored. Janice stated that yearly audits are done of the agencies and that any new contracts with exterior agencies must be bilingual i.e. signs and services. Paul noted that nothing is perfect but it is a work in progress to ensure full bilingual services. He noted that consequences for not following the City policy could be loss of contract.

**That the French Language Services Advisory Committee receive this presentation for information, implementation and comments for its 2013-2014 work plan Objective 3.**

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3. OLDER ADULT PLAN – WORKPLAN OBJECTIVE 1 - UPDATE

City Wide

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Clara Freire, Manager, Client Service Strategies and Nadine Jodoin, Specialist, Strategic Programs and Projects gave a PowerPoint presentation on the Older Adult Plan for Ottawa, its purpose, the actions that benefit francophones, accomplishments, and the development of the plan for 2015 to 2018. A copy of their presentation is held on file with the City Clerk's office.

Prior to the meeting, the committee coordinator sent all members the presentation and a list of questions for consultation and discussion. It was suggested by Chair Camirand that members have and take the time to review the questions posed and send responses back to Nadine. Ms. Renée Bertrand, Manager of French Language Services, suggested the possibility of striking a sub-committee to deal with the questions posed and report back to the committee and the provide meaningful consultation to the department. The members thought it better to review the questions on their own and report back

to Nadine and discuss further at future meetings.

Members had various questions following the presentation as well one being on lighting in parks to improve security for older adults and women.

**That the French Language Services Advisory Committee receive this presentation for information, implementation and comments for its 2013-2014 work plan Objective 1.**

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**CITY MANAGER'S OFFICE  
OFFICE OF THE CITY MANAGER**

4. FRENCH LANGUAGE SERVICES BRANCH – VERBAL UPDATE

City Wide

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Ms. Renée Bertrand, Manager of French Language Services, provided a report on internal processes and the upcoming elections. She also noted the number of users of Anti-Dote, the French language grammar and spelling check program being used at the City:

- 2012 – 40 users
- 2013 – 300 users
- 2014 – 506 users

She reminded the members of the events taking place on 25 September to mark Franco-Ontarian day. There will be a flag raising and invitations will be sent to all members.

Members followed by questions on various subjects such as the complaints process if bilingual services are not being offered or offered properly, the process and what can be done if not happy with the response, also on the City's

arrangements for translation and translators. Renée noted that the City staff are busy and most errors are caught before release top the public and processes have changed.

**That the French Language Services Advisory Committee receive this verbal update for information.**

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ADJOURNMENT

The meeting adjourned at 8:00 p.m.

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**Committee Coordinator**

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**Chair**