

Agency Designation Plan and Evaluation Tool

Introduction and Implementation

New Requests for Designation

The designation plan is a tool which is made available to agencies that receive transfer payments from the government of Ontario and wish to obtain official designation under the *French Language Services Act* or expand their existing designation to cover additional services or ministries. This designation constitutes legal recognition which the provincial government uses to confirm an agency's ability to offer all or some public services in French, in accordance with the criteria established by the Office of Francophone Affairs (OFA).

Please complete the form by inserting the requested information, **except** in those sections marked with "**evaluation only**". The proposal, approved by your board of directors, must be accompanied by a letter confirming the agency's intention to obtain official designation and indicating that all relevant services and communications for which the agency would like to obtain official designation are available on a permanent basis. The required human resources plan and documents are intended to support the application for designation.

This plan must be submitted to the ministry or ministries which provide funding for the agency, where it will be reviewed before it is forwarded to the Office of Francophone Affairs, which will undertake the process of making legislative amendments to reflect designations twice a year, i.e., in the spring and in the fall. Before you start to complete the form, please contact a representative at your ministry for additional information.

Evaluation of existing designated agencies

Designated agencies under the *French Language Services Act* are required to complete and submit this evaluation tool, including the human resources plan and other supporting documents, every three years, in accordance with the schedules established by the sponsoring ministry or ministries, in order to confirm compliance with the requirements for designation. Any changes to French language services offered to clients must be accompanied by the relevant supporting documents.

Please complete the form by inserting the requested information, **except** in those sections marked with "**new designation only**". The form must also be submitted with a resolution by your board of directors, attesting that the agency has remained compliant with the criteria for designation and that the board of directors and senior management team are aware of the legal consequences of submitting a false attestation, including the possibility of having complaints filed with the French Language Services Commissioner.

This evaluation tool must be submitted to the ministry or ministries which provide funding to the agency. Before you start to complete the form, please contact a representative at your ministry for additional information.

Partial exemption from requirements

New Requests for Designation

Agencies which operate exclusively in French and serve a clientele that is fully Francophone can request to obtain an exemption from completing all sections of the form. In this case, please submit a supporting document for consideration by the ministry, explaining why you did not respond to all of the questions.

Evaluation of existing designated agencies

Agencies which operate exclusively in French and serve a clientele that is fully Francophone are exempted to complete this evaluation tool and should request an **Attestation of designation form**. Please contact your ministry representative.

Sponsoring Ministry/Ministries:
Section 1 Information on the Agency:

1.1	Name according to the letters patent:
1.2	Address:
1.3	Name, title and telephone number of the agency's representative:
1.4	Name, title and telephone number of the resource person if different from the one indicated above:

Sections 1.5 to 1.7: new designation only

1.5	Organizational type or category (e.g., non-profit, community organization):	
1.6	The services covered by the designation are offered to a clientele that is (chose one of the four options provided below) :	
a)	Fully Francophone	
b)	Mostly Francophone	
c)	Both Anglophone and Francophone	
d)	A Francophone minority	
1.7	Brief description of the agency's background:	

Section 2 Information on the Designation :

2.1	Specify the type of application or existing designation:	a) Full designation:		b) Partial designation:	
		c) Expansion to full:		d) Expansion to partial:	
2.2	List of all programs/services offered by the agency (in the case of more than one sponsoring ministry, please note the ministry abbreviation in brackets beside each of the programs/services) :				
	<ul style="list-style-type: none"> • • • • 	<ul style="list-style-type: none"> • • • • 			
2.3	In the case of partial designation, indicate the programs/services covered by the application (in the case of more than one sponsoring ministry, please note the ministry abbreviation in brackets beside each of the programs/services):				
	<ul style="list-style-type: none"> • • • • 	<ul style="list-style-type: none"> • • • • 			

2.4	Indicate if the agency offers services - which are not covered by this application - on behalf of another ministry (<u>new designation only</u>):
2.5	Indicate if the agency offers services on behalf of another ministry under its designation (<u>evaluation only</u>):
2.6	Provide a brief description of any expertise or unique service offered by the agency (<u>new designation only</u>):

Section 3 Information on the Community:				
3.1	Name of the city(ies) and/or region(s) served :			
	<ul style="list-style-type: none"> • • • 			
3.2	Electoral districts:			
	<ul style="list-style-type: none"> • • 			
3.3	Population*:	Total	Francophones	%
*Only include data from Statistics Canada based on the Inclusive Definition of Francophone (IDF) indicating the census year.				
3.4	Clientele:	Year	Total	Francophones
				%

Further to a consultation process involving the ministries and members of the Francophone community, the Office of Francophone Affairs has established a number of criteria which agencies are required to comply with in order to obtain and maintain their designation:	
1	The agency must offer quality services in French on a permanent basis, which is ensured by employees with the requisite French language skills.
2	Access to services must be guaranteed and follow the principle of an active offer.*
3	Provisions for effective representation of Francophones on the board of directors and its committees are included in the administrative by-laws and must reflect the proportion of the Francophone population within the community served.
4	The senior management team must have an effective representation of Francophones.
5	The board of directors and the senior management team must be accountable with respect to the quality of French language services.

(*) An active offer refers to a series of measures that are taken in order to ensure that French language services are clearly communicated, visible, available at all times, easily accessible and equivalent to the quality of services offered in English. This includes measures related to communications – signage, notices, social media and all other information on services – as well as at the time of initial contact with French speaking clients.

Section 4		Requirements for Compliance with the Designation Criteria (C)	
4.1	The following elements are incorporated in the agency's administrative bylaws (provide a copy of the relevant documents in Appendix 5):	Yes	C
4.1.1	A detailed statement on the delivery of French language services (FLS).		1
4.1.2	The existence of a policy and a committee on FLS.		1-2
4.1.3	Choose one of the three options below:		3
	If the agency serves a community with a Francophone population greater than 10%:		
	a) The number of Francophones on the board of directors and the committees of the board of directors reflects the proportion in the community served.		
	If the agency serves a community with a Francophone population that is less than 10% and the board of directors has less than 10 members:		
	b) The board of directors and the committees of the board of directors have at least one Francophone member.		
	If the agency serves a community with a Francophone population that is less than 10% and the Board of Directors has 10 or more members:		
c) The board of directors and the committees of the board of directors have at least two Francophone members.			
	Based on the proportions identified in section 3.3 and in the section above, indicate the current composition of the board of directors of the agency:		
	Total number of members	Number of Francophone members	%
4.1.4	A statement describing the responsibilities of the board of directors and the senior management team with respect to FLS.		5
4.2	Direct services to clients (Provide schedules as well as a detailed description of how these services are offered in French and include a copy of the relevant documents in Appendix 6):	Yes	C
4.2.1	All telephone services, including voice messages and interactive response systems, are actively offered* in French.		1-2
4.2.2	The reception and services, at the time of the initial greeting and at each subsequent point of contact are actively offered* in French.		1-2
4.2.3	A mechanism is in place to determine the linguistic identity of the client from the very first point of contact.		1-2
4.2.4	Professionals responsible for treatment at the agency are proficient in French.		1-2
4.2.5	Volunteer services within the agency are actively offered* in French.		1-2
4.2.6	Contracts signed with third parties that offer services on behalf of the agency contain a clause stating their obligation to ensure the offer of FLS. (if no contract was signed with a third party, indicate "not applicable" (NA) in the box to the right) →		1-2
4.2.7	A mechanism, such as a survey or complaint process, is available in French and is clearly communicated to clients so that they can evaluate the quality of FLS offered.		1-2

4.3	Visual identity and communications (provide samples or photographs and identify the mechanisms used in Appendix 7):	Yes	C
4.3.1	The website of the organization is available in French.		1-2
4.3.2	The exterior signage is available in French. If the name of the agency is in English, the signage must indicate that FLS are available.		1-2
4.3.3	The interior signage is available in French or features pictograms. If the agency offers partial FLS, French signage must guide the public to the locations where FLS are offered.		1-2
4.3.4	Admission forms and other documents intended for clients are available in French and actively offered to the French-speaking clientele.		1-2
4.3.5	Employees who are proficient in French wear tags which clearly allow members of the public to identify them.		1-2
4.3.6	Business cards of employees who are proficient in French are available in French or printed in French and in English on each side of the card.		1-2
4.3.7	The letterhead on the correspondence of the agency is available in French or in French and in English.		1-2
4.3.8	Communications and publications intended for the public concerning services covered by the designation, such as pamphlets, brochures, public notices and press releases are available in French.		1-2
4.3.9	The agency responds in French to correspondence received in French.		1-2
4.3.10	A mechanism is in place to translate and correct documents in French intended for the public.		1-2
4.3.11	The agency implements the necessary tools and software required for quality communication in French.		1-2
4.4	Governance and Accountability	Yes	C
4.4.1	A report on the status of FLS is submitted annually to the board of directors for approval. (provide a copy of the relevant policy or regulation in Appendix 8)		5
4.4.2	There is effective representation of Francophones within the senior management team. (identify the positions in Appendix 8):		4
4.4.3	A senior manager has been designated to assume responsibility for the delivery of FLS:		5
	Name: <input type="text"/> Position: <input type="text"/>		
4.4.4	A mechanism has been put in place to manage complaints concerning FLS. (provide a copy in Appendix 8)		2-5
4.5	The human resources policy incorporates specific measures and mechanisms concerning: (provide a copy of the relevant documents in Appendix 9.1)	Yes	C
4.5.1	Staffing of personnel proficient in French in order to guarantee that FLS are offered on a permanent basis during business hours.		1-2
4.5.2	Identifying the number of positions designated as bilingual and the number of employees required for delivery of FLS.		1-2

4.5.3	Identification of the linguistic profile required for each position.		1-2
4.5.4	Recruitment of employees proficient in French.		1-2
4.5.5	Evaluation of the oral and written French skills of candidates by accredited language assessment services.		1-2
4.5.6	Hiring of personnel proficient in French.		1-2
4.5.7	An offer of training for employees who do not meet the linguistic requirements for the position.		1-2
4.5.8	In the human resources plan, identify each of the positions designated as bilingual, indicating the required linguistic profile and the number of employees with the requisite level of proficiency in French. (please consult your sponsoring ministry if you need to complete Appendix 9.2.1 or Appendix 9.2.2, based on the size of your agency and the proportion of Francophones in the community served)		1-2

Section 5		Community Support (<u>new designation only</u>)	Yes
5.1	Please submit letters of support for your application for designation from recognized Francophone individuals or institutions in the region served. (Appendix 10)		

Document Checklist		Yes
Appendix 1	Copy of the agency's certificate of incorporation (<u>new designation only</u>)	
Appendix 2	Copy of the letters patent (<u>new designation only</u>)	
Appendix 3	Letter from the agency to the relevant ministry or ministries* requesting designation (<u>new designation only</u>) * Health service providers must consult the Ministry of Health and Long-Term Care to determine whether the application needs to be submitted to the planning entity or to the responsible local health integration network.	
Appendix 4	Resolution by the Board of Directors approving the request for designation (<u>new designation only</u>)	
Appendix 5	Documents required for section 4.1	
Appendix 6	Documents required for section 4.2	
Appendix 7	Documents required for section 4.3	
Appendix 8	Documents required for section 4.4	
Appendix 9.1	Documents required for section 4.5	
Appendix 9.2	Human Resources Plan	
Appendix 10	Letters of support from the community	

French Language Proficiency	
Oral	Written
1 Advanced-Minus level	1 Advanced-Minus level
At this level, the individual has the ability to handle a variety of communication tasks. The individual is able to describe and explain in all timeframes in most informal and some formal situations across a variety of familiar topics. The vocabulary often lacks specificity. Nevertheless, the individual is able to use rephrasing and paraphrasing. Although grammatical, lexical and pronunciation errors are evident, the individual can speak with enough accuracy to be understood.	At this level, the individual is able to meet basic work-related writing needs. The individual is able to narrate and describe in major verb forms or tenses and is able to compose simple summaries on familiar topics. The individual is able to combine and link sentences into paragraphs to form full texts. Writing is understood although some additional effort may be required.
2 Advanced level	2 Advanced level
At this level, the individual has the ability to participate in conversations and satisfy many work requirements. The individual can discuss work-related matters with some ease and facility, expressing opinions and offering views. The individual is able to take part in a variety of verbal exchanges and to participate in meetings and discussion groups. However, the individual still needs help with handling complicated issues or situations. The individual is generally good in either grammar or vocabulary but not in both.	At this level, the individual is able to use a variety of sentence types to express general ideas and opinions on non-specialized topics. The individual can write simple letters and reports required by the position. The individual experiences few problems with either grammar or spelling. However, the writing style may represent literal translations. Nevertheless, a sense of organization is emerging and the individual is beginning to sense what is stylistically and grammatically correct in French.
3 Advanced-Plus level	3 Advanced-Plus level
At this level, the individual is able to give oral presentations in both formal and informal settings. The individual is able to present a fairly detailed outline of his/her line of reasoning on general or work-related topics in formal and informal settings, in meetings and in discussion groups. Some mastery of idioms and of specific vocabulary appropriate to a variety of contexts is evident. Grammar is generally appropriate. Deficiencies in vocabulary are compensated for by synonyms and paraphrases. Problems may be encountered when discussing more specialized topics, but the individual at this level has very little difficulty in making himself / herself understood.	At this level, the individual is able to write about a variety of topics with significant precision and detail. The individual can handle informal and formal correspondence according to appropriate conventions, and write summaries and reports of a factual nature. The individual can also write extensively about topics relating to particular interests and specialized areas of competence, although their writing tends to emphasize the concrete aspects of such topics.
4 Superior level	4 Superior level
At this level, the individual has the ability to speak the language with sufficient structural accuracy, fluency and vocabulary to participate effectively in most formal and informal conversations on practical, social and professional topics. The individual is able to use idioms and specific vocabulary relevant to a variety of contexts and to give verbal presentations in both formal and informal settings.	At this level, the individual is able to express him/herself effectively and accurately in most formal and informal writing tasks/assignments on practical, social and professional topics. The individual is able to recognize awkwardness in sentence structure and paragraphs. Errors in grammar and spelling are minor and infrequent.