

# Yukon Territory Strategic Plan 2007–2009

## SCHEDULE B

### YUKON STRATEGIC PLAN ON FRENCH LANGUAGE SERVICES 2007-2009

#### 1. BACKGROUND

Yukon has been delivering French-language services to its French-speaking citizens since 1988, when the *Languages Act* was proclaimed. The Canada-Yukon Language Agreement signed in April 1988 assured that Canada would “bear all costs incurred in developing, enhancing and implementing French language rights and services in Yukon.”

#### 2. CURRENT CONTEXT

- a) On April 7, 2006, the Government of Yukon announced the creation of the French Language Services Directorate to replace the Bureau of French Language Services. This significantly enhanced the profile of French-language services (FLS) in the government and brought about the following results: there is now an official designation of a Minister responsible for the French Language Services Directorate, the delegation of deputy minister authorities to the director for financial and human resource management, the direct reporting relationship of the director to the Minister responsible for the French Language Services Directorate and an invitation to the director to sit on the Deputy Minister’s Review Committee. The Francophone community believes this structure will ensure French language services are addressed strategically at a higher level in the government of Yukon. In 2007-08, Yukon is planning the approval of department status for the Directorate with its own budget vote.
- b) Evaluation report on Canada–Yukon Funding Agreement on the Development, Enhancement and Implementation of French Language Services: As in the past, a comprehensive evaluation of the French language services and the funding agreement will be conducted for the period 2004-2009.
- c) Staffing: In the past, some departments were reimbursed a percentage of salaries for bilingual positions from the Canada–Yukon Funding Agreement. When this was no longer feasible with decreased funding in the 1990s, the reimbursed amounts were capped. In order to address the recommendation in the evaluation report for more bilingual staff and to deal with the question of incentive or compensation for departments, Yukon must develop a staffing policy for the hiring of French speaking staff. This project began in 2006-07 and is expected to be complete by March 31, 2009.
- d) Training: The French Languages Services Directorate manages the Adult French Language Training Centre which provides training for Yukon Government employees and the general public. Yukon administers the Centre through its own funds and revenue generation. The Public Service Commission provides funding for staff to attend beginners, intermediate and advanced French-language training as well as 2-week immersion. There is a significant increase in the number of employees attending the classes. There is no formal mechanism to link the results of this training into increased services in French. An analysis of the situation and research is being conducted to develop guidelines to capitalize on the government of Yukon’s training investment. This project began in 2006-2007 and is expected to be completed by March 31, 2009.
- e) Community funding: Yukon has agreed that the use of funds in the Canada-Yukon Funding Agreement are for French language services to the community and should not be used to fund community projects unless the project is specifically for the community to deliver a service on behalf of the Yukon Government. This continues to be the government of Yukon’s policy.

### **3. OUTSTANDING ISSUES**

Health programs: There were no clauses referring to French language services in the devolution agreements between the governments of Canada and Yukon for the transfer of the Whitehorse General Hospital in 1993 and of universal health programs in 1997. The community has long sought a resolution to this issue. In 2002, Health Canada asked Yukon to submit a plan for the implementation of French language services for these 2 areas. Yukon submitted a 5-year plan to Health Canada in October 2003. To date, there has been no response from Canada regarding the funding of this plan. The Association franco-yukonnaise (AFY) is becoming impatient and has given verbal notice to Health Canada that it will go forward with its court case against Canada and Yukon if there is no funding for these services in the February 2008 federal budget. The Government of Yukon is working with the community to update the 5-year plan to resubmit to Canada. The government of Yukon would like to avoid court action and needs the Government of Canada's assistance in resolving this issue as soon as possible.

### **4. PRIORITIES FOR 2007–2009**

- a) Obtain a separate budgetary vote for the French Language Services Directorate;
- b) Conduct a comprehensive evaluation of French language services for the period of 2004-2009;
- c) Effectively resolve or at least move forward significantly on the outstanding issue regarding funding of the action plan for transferred health programs and the Whitehorse General Hospital;
- d) Complete the staffing policy (or guidelines) for the hiring of bilingual staff and the guidelines for French language training for employees and continue work on language assessment options;
- e) Make significant progress in translating, updating and entering relevant content in French on the Government of Yukon web pages;
- f) Continue to deliver the awareness campaign to departmental management teams and key points of service to ensure employees are aware of the Government of Yukon's obligations under the Languages Act and the French Language Policy;
- g) Proclaim May 15 as Yukon Francophone Day (Journée de la francophonie yukonnaise) and organize a flag-raising event for the first declaration in 2007 to commemorate the 25<sup>th</sup> anniversary of the Association franco-yukonnaise;
- h) Re-establish the Advisory Committee on French Language Services.

### **5. COMMUNITY INVOLVEMENT**

- a) Regular meetings of the Working Group (made up of community members and directorate staff) provided input to the development of this plan;
- b) The community leadership has met with the Minister responsible for the French Language Services Directorate, Glenn Hart, and with key cabinet ministers to discuss their priorities.

### **6. STRATEGY FOR IMPLEMENTATION AND MEASUREMENT**

- a) Deputy Ministers of departments and presidents of territorial institutions are responsible for the development and implementation of action plans for French Language Services. An updated format is being implemented to facilitate planning and reporting on their department's or institution's results based on their identified performance indicators.

# Yukon Territory Strategic Plan 2007–2009

<b>Objective 1</b>	<b>2007–2008</b>	<b>2008-2009</b>
Federal Contribution	\$0	\$0
Territorial Contribution	In-kind	In-kind

## Objective 1: Strengthen the Policy, Legislative and Administrative Framework

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<ol style="list-style-type: none"> <li>1. Seek approval from Cabinet and management Board to create a separate vote for the French Languages Services Directorate (FLSD).</li>   <li>2. Development of a policy for bilingual staffing and guidelines for French language training - Part 2.</li> </ol>	<ol style="list-style-type: none"> <li>1. The French Language Services Directorate has its own budget vote and its minister can address all issues in the Legislative Assembly.</li>   <li>2. Deputy Ministers and all staff have clear information and direction regarding staffing bilingual positions and access to French Language Training.</li> </ol>	<ol style="list-style-type: none"> <li>1. The francophone community is satisfied with the independent status of the FLSD.</li>   <li>2. Guidelines are developed which are simple, fair and equitable for staff and managers and that respond to the particularities of the Yukon.</li> </ol>	<ol style="list-style-type: none"> <li>2. Special project funding 2007-08.</li> </ol>

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<b>Objective 2</b>	<b>2007–2008</b>	<b>2008-2009</b>
Federal Contribution	\$1,550,000	\$1,550,000
Territorial Contribution	\$214,000	\$214,000

### Objective 2: Support Service Development, Planning and Delivery in Priority Area

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<p><b>1. Justice</b></p> <p>a) Translate legislation (2 f/t legislative counsels, 1 support staff), specialized software, computer upgrades, training and resource materials</p> <p>b) Provide court-related services in French (counter clerk and court interpretation).</p> <p>c) Advertising, design and printing of program materials aimed at the public (inmate handbooks, divorce rules, fine option rate changes, Family Violence Protection Unit program pamphlets, Corrections Act consultation).</p> <p><b>2. Communications</b></p> <p>a) Counter staff at Motor Vehicles Branch and at Main Inquiry Desk.</p> <p>b) Advertising, design and printing of promotional materials and forms (self-advocacy for women, fact sheets, ad campaigns, directories, fishing, hunting and trapping regulations; home repair, social housing and employment program information; youth and women's programs, boards and committees; signage inside and outside government buildings, campgrounds, etc.).</p> <p>c) Website: Home pages for government and each department are translated and available with more information and links in the priority areas</p> <p>d) Bilingual print services: printing statutes, regulations and Gazette in French.</p>	<p>1.</p> <p>a) Acts, regulations, ministerial orders and orders in council are translated. Rules of the court are translated. b) French language services are available at court counter and in court.</p> <p>c) Public promotional documents, forms and brochures are available in French and distributed for most effective usage.</p> <p>2.</p> <p>a) French-speaking clients have access to services in French at Motor Vehicles Branch and Main Inquiry Desk by phone and in person. b) Public promotional documents, forms and brochures are available and distributed for most effective usage and all pertinent government signage is in French.</p> <p>c) Relevant public information is available on line in the priority areas identified by the Francophone community.</p> <p>d) Printing of government material conforms to <i>Languages Act</i> and all legislation, regulations, statutes are printed in French.</p>	<p>1.</p> <p>a) Quantity, quality and timeliness.</p> <p>b) Active offer of services, quantity of services requested and offered, community feedback.</p> <p>c) Quality of materials and effective distribution in consultation with community, use of French language newspaper <i>Aurore boréale</i> for advertising.</p> <p>2.</p> <p>a) Availability of services, number of requests, complaints.</p> <p>b) Quality of materials and effective distribution in consultation with community; use of French language newspaper <i>Aurore boréale</i> for advertising, planning life cycle of signage, quality..</p> <p>c) Equity in availability of pertinent information in priority areas, quality and presentation of material, user friendliness.</p> <p>d) Number and quality of new materials developed, effective distribution and availability.</p>	<p>Each department appoints a French language services coordinator who coordinates planning, implementation and reporting (not compensated by Canada–Yukon Funding Agreement).</p> <p>All salary costs for bilingual positions at key service points are capped at the current level until the bilingual staffing policy is completed.</p> <p>Full salaries with collective agreement increases are budgeted for core positions in Justice and in the Directorate of French Language Services to meet the obligations under the <i>Languages Act</i>.</p>

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### Objective 2: Support Service Development, Planning and Delivery in a Priority Area

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<p><b>3. Economic Development</b></p> <p>a) French-speaking front-line staff at both Whitehorse and Dawson Visitor Reception Centres.</p> <p>b) Advertising and program materials (signs, forms, fund applications, various publications).</p> <p><b>4. Health and Social Services</b></p> <p>a) Advertising, design and printing of program and promotional materials.</p> <p>b) Front-line staff: 2 Social workers and a Health Services officer.</p> <p>c) Mental health contract.</p> <p>d) Partnership with community in providing health services.</p>	<p>3.</p> <p>a) Local residents and tourists have access to information, referrals to local businesses for tourism planning.</p> <p>b) Public promotional documents, forms and brochures are available and distributed for most effective usage.</p> <p>4. a) Advertising and program materials are produced in French.</p> <p>b) Services available in French in-person or by phone.</p> <p>c) Services are available in French on request.</p> <p>d) Resources are maximized by effective collaboration of federal and territorial governments and NGOs in <i>Partenariat communauté en santé</i>.</p>	<p>3.</p> <p>a) Active offer of services, quantity of services requested and offered, community feedback, equity in service delivery.</p> <p>b) Quality of materials and effective distribution in consultation with community, use of French language newspaper <i>Aurore boréale</i> for advertising</p> <p>4. a) Quality of materials and effective distribution in consultation with community, use of French language newspaper <i>Aurore boréale</i> for advertising.</p> <p>b) Active offer of services; quantity of services requested and offered, community feedback, equity in service delivery.</p> <p>c) Active offer of services, quantity of services requested and offered, community feedback, equity in service delivery.</p> <p>d) Number and quality of cooperative ventures.</p>	<p>4. This Agreement does not cover the delivery of French services at the Whitehorse General Hospital or any related universal health services programs devolved by Health Canada in 1997.</p>

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### Objective 2: Support Service Development, Planning and Delivery in a Priority Area

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<p><b>5.Extra-curricular educational material</b>            a) Educational material produced by government departments other than Education aimed at school-level audience in areas such as historical facts, energy conservation and environmental issues. used by local French and immersion schools in areas of heritage, environment.</p> <p><b>6. Public safety</b>            a) Advertising and design and print program materials: motorcycle operator manual, winter driving campaigns, bicycle safety, road safety, safe driving, highway driving brochure, bear safety, camping and wildlife safety practices, alcohol awareness, safety kits and ad campaigns aimed at women.</p>	<p>5.            a) School-age children have access to specific information relating to Yukon issues produced by the territorial government.</p> <p>6.            a) Public safety information and promotional campaigns are available in French.</p>	<p>5.            a) Adequacy of distribution and notice to the community’s resource centre, schools and teachers, teachers’ resource centre, actual use and feedback.</p> <p>6.            a) Quality of materials and effective distribution i in consultation with community, use of French language newspaper <i>Aurore boréale</i> for advertising.</p>	

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### Objective 2: Support Service Development, Planning and Delivery in a Priority Area

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<p><b>7. French Language Services Directorate</b></p> <p>a) Translation: 3 Translator/Revisers, 1 translator, 1.2 Translation Assistants — Intake desk, translation contracts to handle volume at critical periods, specialized software and software licences, computers, training (and travel) and translation tools.</p> <p>b) Communications: 1 Communications/Policy Manager and 1 French Web Coordinator.</p> <p>c) Administration: 1 Director, 1 administrative assistant, 1 Finance/Planning officer.</p> <p>d) French Language Training for Yukon Government employees – day and evening classes and immersion.</p>	<p>7.</p> <p>a) Ensures quality and timely translation of government documents and website in priority areas.</p> <p>b) Government is supported by a coordinated communications plan, updated policies and guidelines and effective communications tools with particular emphasis on the website content in French.</p> <p>c) Leadership, direction and advice in development, implementation and evaluation of government-wide French language service plan and initiatives. Effective coordination with government departments/agencies in allocating and reporting appropriately on financial resources. Effective negotiations with Canada result in adequate funding to deliver on <i>Language Act</i> obligations. Yukon is well-represented at national level at Ministerial Conference and on the Intergovernmental Network on Canadian Francophonie.</p> <p>d) Employees who are interested can increase their understanding and ability to speak French.</p>	<p>7.</p> <p>a) Quantity, quality and timeliness of translation, client satisfaction.</p> <p>b) Effective implementation of communications plan; increase in quantity of French material on web; policies and guidelines are up to date.</p> <p>c) Quality of government’s French language services plan; effective negotiation for funding, efficient distribution of financial resources to obtain best service delivery, satisfactory audits of financial management.</p> <p>d) Number of employees taking courses, number and types of courses available, client feedback.</p>	<p>d) French language training is not covered by the Canada-Yukon contribution agreement as it is not linked to service delivery at this time.</p>

## Yukon Territory Strategic Plan 2007–2009

<b>Objective 3</b>	<b>2007–2008</b>	<b>2008-2009</b>
Federal Contribution	\$0	\$0
Territorial Contribution	In-kind	In-kind

### Objective 3: Ensure Formal Communication and Consultation with the Community

Planned actions/Measures	Expected Results	Performance Indicators	Budget Notes
<ol style="list-style-type: none"> <li>1. Monthly meetings of working committee made up of Yukon government staff and community including a sub-committee on communications and translation.</li> <li>2. Individual meetings of community members and key departmental officials on priority sectors.</li> <li>3. Meetings of community leadership with Cabinet Ministers and the Premier.</li> <li>4. Meetings of Advisory Committee on French Language Services.</li> </ol>	<ol style="list-style-type: none"> <li>1. A regular forum is available to the community to discuss issues and develop strategies.</li> <li>2. Provide a forum to discuss specific issues relating to priority sectors.</li> <li>3. Provide a forum to discuss specific issues relating to priority sectors.</li> <li>4. Advisory committee is re-established.</li> </ol>	<ol style="list-style-type: none"> <li>1. Community satisfaction based on comments at meetings and annual feedback session.</li> <li>2. Community satisfaction based on feedback, letters to the government and quality of working relationships established.</li> <li>3. Community satisfaction.</li> <li>4. Ad in <i>Aurore boréale</i> to solicit membership by community members. A minimum of 2 meetings took place. Minister Hart is satisfied with recommendations made to him.</li> </ol>	<p>Requires time of premier, ministers, senior managers and deputy ministers, French language services coordinators and communications officers in departments to consult with community in priority sectors.</p>

## Yukon Territory Strategic Plan 2007–2009

Objectives	2007-2008		2008-2009		Total	
	Canada	Yukon	Canada	Yukon	Canada	Yukon
<b>Objective 1 – Strengthen the Policy, Legislative and Administrative Framework</b>	\$0	In-kind	\$0	In-kind	\$0	In-kind
<b>Objective 2 – Support Service Development, Planning and Delivery in a Priority Area</b>	\$1,750,000	\$ 221,000 + In-kind	\$1,750,000	\$221,000 + In-kind	\$3,500,00	\$442,000 + In-kind
<b>Objective 3 – Ensure formal Communication and Consultation with the Community</b>	\$0	In-kind	\$0	In-kind	\$0	In-kind
<b>Total</b>	<b>\$1,750,000</b>	<b>\$221,000</b>	<b>\$1,750,000</b>	<b>\$221,000</b>	<b>\$3,500,000</b>	<b>\$442,000 + In kind</b>