



● 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