



Report on French-language Services

2019-20



Yukon.ca

  @LeYukonFr

General information

French Language Services Directorate

Government of Yukon

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The Government of Yukon thanks the Government of Canada for its financial support for French-language services and communications in the territory.

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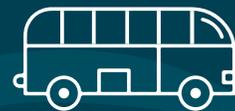
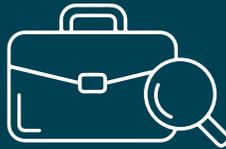
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Message from the Minister

The third and last year of the 2017–2020 Canada-Yukon Agreement on French-language services is now behind us. I am pleased to report that we have further delivered on our commitment to improve the way we serve, inform and communicate with the public in French.



We continued strengthening the role of the French Language Services Directorate as a central agency. As a trusted partner of departments and corporations, FLSD is in a better position to support the provision of services and communications in French across government. Our responsiveness in providing communications in French during the COVID-19 outbreak reflects the effectiveness of our one-government approach.

I can assure you that we are as dedicated as ever to improving access to French-language services in health. We made significant progress on that front, namely through increased collaboration with the Yukon Hospital Corporation following the signing of a memorandum of understanding last year. One major outcome includes welcoming a new intake of Whitehorse General Hospital employees to our French classes. As a result, we broke our all-time enrollment record this year.

We ended the year on a high note by completing the thorough revision of our Policy and Guidelines on French-language services and communications. These documents, to be approved in the coming year, will support us in providing consistent and ongoing services and communications in French, in accordance with the priorities of the Francophone community.

If the strides we have made this year are any indication, there is no doubt we are on the right track.

A handwritten signature in black ink, appearing to read 'John Streicker', with a long, sweeping flourish extending to the right.

John Streicker

Minister responsible for the French Language Services Directorate

Canada-Yukon Agreement on French-language services

2019–20 was the last year of a 3-year agreement valued at \$14 million with the Government of Canada, which we signed to improve the way we serve and inform the public in French.

Priorities of the Agreement

Enhancing French-language communications

See page 9

Improving access to French-language services

See page 10

Improving access to health and social services

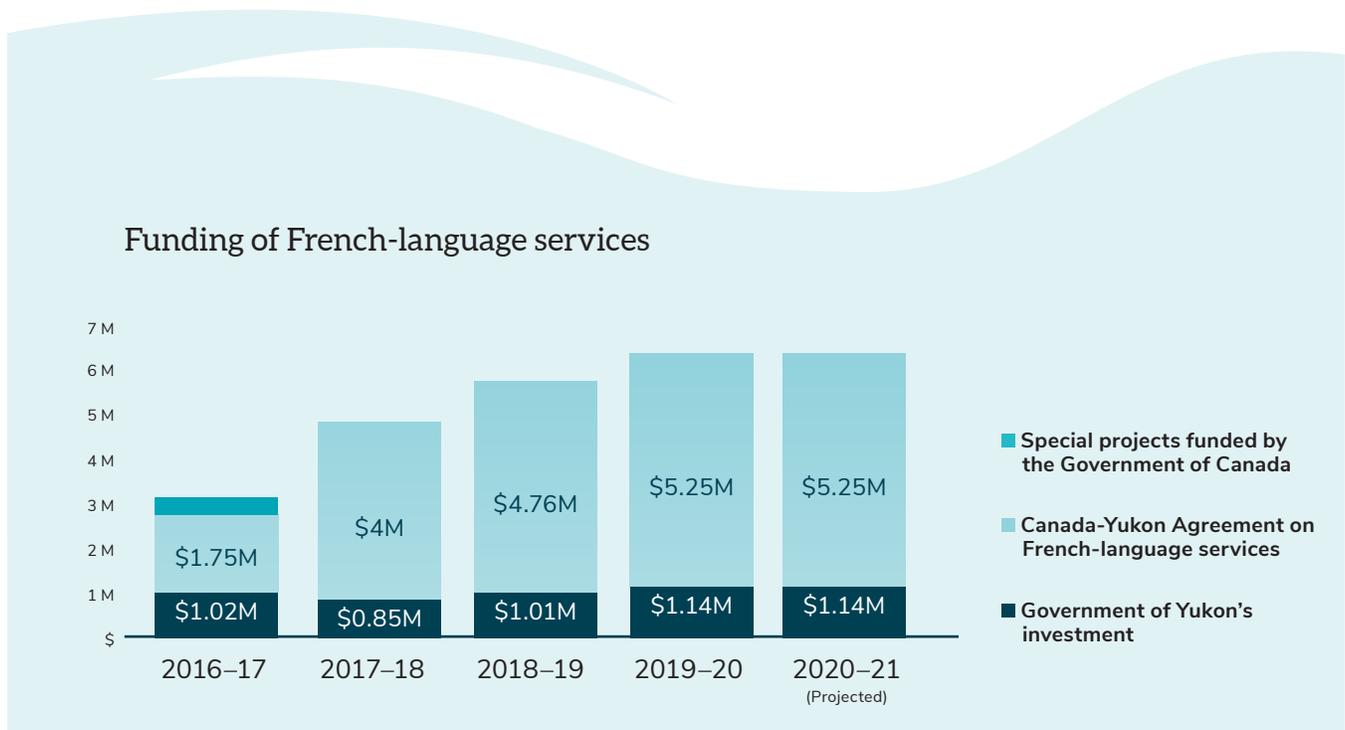
See page 12

Strengthening our internal capacity

See page 14

The Government of Canada’s contribution increased by 10% this year for a total of \$5.25 million, while the Government of Yukon invested \$1.14 million.

The federal and territorial governments will extend their financial contributions for 2019–20 to 2020–21 while we negotiate a new agreement on French-language services for the coming years.



Results at a glance

Year 1 2017–18

Main accomplishments:

- Planning the government-wide implementation of the 2017–2020 Canada-Yukon Agreement.
- Signing memorandums of understanding with 13 of the 21 departments and corporations.
- Increasing the number of designated bilingual positions (DBPs) from 6 to 55.

Year 2 2018–19

Main accomplishments:

- Increasing the total number of DBPs to 73, thus exceeding the Agreement's target by 20%.
- Training and supporting front-line employees in proactively offering services in French to the public.
- Launching @LeYukonFr, the government's French-language Facebook and Twitter channels.
- Engaging the public to inform the 2018–2022 Strategic framework on French-language services.

Year 3 2019–20

Main accomplishments:

- Increasing services in French, both in person and online (page 10).
- Improving access to health services (page 12).
- Narrowing the time gap between the publication of communications in English and in French on social media, especially public safety notices.
- Reviewing our policy framework on French-language services and communications.

2018–2022 Strategic framework on French-language services

This strategic framework was informed by the results of our public engagement called “Services in French: Let’s Talk!” led in the spring of 2018. The conversation was about how we could best focus our efforts to improve the delivery, visibility and uptake of French-language services.



Vision

Our citizen-centered services and communications are readily available and make it easier for the public to communicate with us in French. We provide services in alignment with the priorities of Yukon’s Francophone community.

Principles

One government

Consistent and ongoing service offer

Best practices

Innovative, Yukon-specific best practices

Responsible management

Optimized human and financial resources

Objectives

Improve access to French-language services

Strategies

Improve active offer and delivery of services

Increase opportunities for engaging with the public

Promote availability of services

Mitigate factors hampering the use of services



Enhance French-language communications

Improve public safety notices and emergency communications

Expand availability and reach of communications

Strengthen internal capacity

Update policy framework

Enable the implementation of the Policy on French-language services and communications

Equip and engage government employees

Foster a vibrant francophonie

Promote the vitality of the Yukon francophonie

Support initiatives in relation to the Canadian Francophonie

Implementing our strategic framework on French-language services



Enhancing French-language communications

COVID-19

We made it a priority to communicate COVID-19 related information in French in a timely manner as soon as the pandemic hit Yukon in March 2020.

Key actions:

- Prioritizing the translation of COVID-19 documents and communications, including Civil Emergency Measures Act orders, forms and documentation.
- Posting timely information and advisories on Yukon.ca and social media.
- Developing and maintaining capacity to support critical communications in French on evenings and weekends.
- Supporting the Chief Medical Officer of Health (CMOH) and Deputy CMOH in summarizing key information in French during press conferences.

Yukon.ca

As of March 2020, we have nearly finished migrating web content from our old websites to Yukon.ca. As a bilingual and user-focused website, Yukon.ca helps us improve the way we deliver online information to the public.

Social media

@LeYukonFr is the Government of Yukon's French-language voice on social media since 2018. Our posts were seen over 200,000 times on Twitter, and 130,000 times on Facebook in 2019–2020.

L'Aurore boréale

We continued to promote and communicate about government initiatives, programs and services available in French in L'Aurore boréale to encourage the uptake of our French-language services.

Fire season

In response to a complaint, we translated wildfire updates in French outside of regular business hours in July and August 2019. We will continue to strive to provide timely public safety notices in French on Yukon.ca and social media.

Nouvelles du gouvernement du Yukon




Bonjour Yukon,

Nous travaillons à vous offrir plus de services directs en français – en personne ou en ligne. Par exemple, vous pouvez renouveler l'immatriculation de votre véhicule, payer une facture du gouvernement et présenter une demande d'accès à l'information en français, où que vous soyez.

Profitez bien de l'hiver et restez au chaud!

Services en ligne en français

Trois services pratiques sont maintenant disponibles en français et en tout temps.



Renouveler l'immatriculation d'un véhicule



Payer une facture envoyée par le gouvernement



Présenter une demande d'accès à des renseignements

Pour en savoir plus, rendez-vous sur le site [eservices.govyk.ca/fr](https://services.govyk.ca/fr)

Programme d'éducation à la chasse



Le programme d'éducation à la chasse du Yukon est gratuit et vous permettra d'améliorer vos techniques de base.

Première étape

Volet en ligne

Inscrivez-vous au cours et suivez les modules offerts en ligne. Prévoyez entre 6 et 8 heures pour compléter le cours.

Une fois le cours terminé, notez le numéro de confirmation qui vous sera attribué. Ce numéro vous permettra de vous inscrire à la séance en classe.

Inscription : Visitez yukon.ca

Deuxième étape

Séance en classe

Une fois le cours en ligne complété, vous devez suivre une séance en classe et réussir l'examen final.

Séance en français

22 janvier 2020 de 18 h à 21 h
Collège du Yukon

Inscription : Appelez au 867-667-8005 ou écrivez à ccservices@govyk.ca pour vous inscrire. Le nombre de places est limité. Possibilité de cours supplémentaires en fonction de la demande.

▼ En grandissant au Yukon, j'ai passé beaucoup de temps en pleine nature. Au cours des cinq dernières années, j'ai découvert ma passion pour la chasse, la gestion et la conservation de la faune ici au Yukon. J'ai très hâte de pouvoir enseigner le cours d'éducation à la chasse en français en collaboration avec le gouvernement du Yukon. Votre instructrice, Maya Ponier





▲ L'Aurore boréale, Thursday, January 9, 2020

Improving access to French-language services

Improving active offer and service delivery

This year, we prioritized team-based and individual support to help public-facing service outlets proactively offer and deliver French-language services.

This hands-on and customized approach allowed us to maintain productive and collaborative connections with departments as well as incumbents of designated bilingual positions.

Expanding our services

The French Language Services Directorate provided support and advice to departments to expand their offer and delivery of French-language services, such as:

- expanding the Yukon Public Libraries' French-language e-books collection;
- delivering the hunter education and ethics course in French for the first time; and
- hiring a bilingual counsellor at the Mental Wellness and Substance Use office.

Yukon Hospital Corporation

We collaborated with the Yukon Hospital Corporation to support them in developing their own active offer program. Refer to page 12 for more information.

Training

We continued to promote and support the active offer of French-language services across government by training front-line employees and designated bilingual employees, as well as their supervisors.

In addition to our regular training program, we offered targeted training interventions to address the needs of specific program and service areas. This tailored support was highly effective in helping remove obstacles that hinder a consistent and ongoing provision of French-language services.

We also piloted new training offerings combining active offer and French language support. This novel hybrid approach helped government employees gain hands-on skills and confidence in order to proactively offer French-language services.

Service outlet

Any outlet where the public can access and receive government services, either in person, over the phone or through electronic means.



Tailored language support

At the request of front-line employees working in customer service roles, we implemented a short-term active offer training to help them hone their French writing skills so they could better assist French-speaking clients. A French instructor taught them lessons with targeted grammar and writing assignments relevant to their work environment.

Increasing opportunities for engaging the public

We believe our work as a government can be best accomplished through active engagement with Yukon citizens. To support public participation, we make sure our tools are available in French, such as surveys and information about public engagement projects on EngageYukon.ca.

This year, we also made it possible for the public to share feedback in French at the following public events.

Taking the pulse: a health and wellness conversation

In October 2019, we held a session in French where members of an independent expert panel gathered ideas about how health and social programs can improve, be more efficient and meet Yukoners' needs.

Aging in place

Throughout 2018 and 2019, we conducted a series of public engagements on what aging in place means to Yukoners. We held engagement events in June 2018 and January 2019 where there were French-language identified tables.

Cultural and creative industries strategy

In November 2019, we held a session in French to help shape the Creative and Cultural Industries Strategy, which will guide future programs for artists and creatives and support a strong, vibrant creative and cultural industries sector in Yukon.

Bilingual e-services

We have expanded our offering of bilingual e-services. The public can now easily access the following new e-services in French 24/7:

- Pay a government invoice.
- Renew vehicle registration.
- Request access to government records.



Hunter education course

In order to get their hunting permit, most Yukon hunters must complete an online course followed by a 3-hour classroom session. They can now fully complete the Yukon's Hunter Education and Ethics Program in French.

In addition to translating the online course, we delivered the program's first French-language classroom session in January 2020. Thirteen people attended. We plan on further expanding our programming in French in the coming year.

Did you know?

Yukon is one of few Canadian jurisdictions to offer their entire hunter education program in both English and French.

Improving access to health and social services

Yukon Hospital Corporation

We signed a memorandum of understanding with the Yukon Hospital Corporation in March 2019 to build capacity for providing French-language services and communications. This year, we collaborated mainly with the Whitehorse General Hospital, which focused its efforts on:

- hiring a coordinator to develop the offering of French-language services;
- delivering training on the active offer of French-language services to employees and supervisors;
- developing resources to support active offer;
- identifying positions that will be designated as bilingual in different units;
- offering access to French language training; and
- translating the Yukon Hospital Corporation's bi-yearly newsletter for the first time.

Medical interpretation services

The Yukon Hospital Corporation introduced immediate, 24/7 medical interpretation services with our support. Employees and physicians at the Whitehorse General Hospital can now use “interpreters on wheels” in key service areas to get on a video call with a medical interpreter and deliver services in French. Medical interpretation services are also available online or by phone for patients in all other units and departments, including in communities.

Active offer

We collaborated with the Yukon Hospital Corporation to help them develop their own active offer program. We developed training offerings designed specifically to help health care workers acquire active offer as well as basic French language skills. We delivered this training on behalf of the Yukon Hospital Corporation to Whitehorse General Hospital employees and supervisors.



Meet and chat en français

We provided informal one-on-one conversation sessions to Whitehorse General Hospital employees. During these interactions, a French instructor distributed a collection of healthcare-related flash cards. Hospital employees were invited to assemble their own “toolkit” using flash cards that were relevant to their work. Participants enjoyed this service and reported that they felt more confident offering services in French at the hospital.

Launching the Sexual Assault Response Team

We launched the Sexual Assault Response Team initiative in March 2020. Thanks to this initiative, victims of sexualized assault have access to a range of services in French, which include:

- legal support;
- after-hours victim support services; and
- a 24-hour, confidential, toll-free, support line at 1-844-967-7275.



Piloting remote simultaneous interpretation

We tested an app that lets attendees listen to a live translation provided by remote interpreters, directly on their own device. This pilot was met with an overwhelming success. All users were satisfied with the service. We are now researching long-term solutions for increasing access to public events in French through simultaneous interpretation.

Planning for a health centre with bilingual services

In September 2019, the department of Health and Social Services held a comprehensive planning session with stakeholders for a community primary health care centre with bilingual services. A 3-hour session was offered in a bilingual format through simultaneous interpretation.

PulsAction

Automne/hiver 2019

De gauche à droite: Dr Paul McKenzie, Lianne King, Ken Wolf, Dennis Peller, Neil Shaw, Thelma Floyd, Leah Jackson, Maria Wosik, Dr Phil Uwasa. © GSP Creative Media

Améliorer l'accès de tous aux soins ophtalmologiques

Avec le vieillissement de la population du territoire, la demande pour certains soins de santé spécialisés se fait plus importante. L'an dernier, 350 personnes étaient en attente d'une chirurgie de la cataracte et la durée du délai pouvait atteindre presque trois ans.

Les cataractes – une affection de l'œil où l'opacité du cristallin entraîne une diminution de l'acuité visuelle – nuisent à la qualité de vie des personnes atteintes, qui ne peuvent notamment plus conduire. Celles-ci peuvent expérimenter une altération de la perception des couleurs, une vision floue ou double, un aveuglement

face aux lumières vives et une difficulté à voir dans l'obscurité.

Au cours de la fin de l'année 2018, en partenariat avec le ministre de la Santé et des Affaires sociales du Yukon, le personnel hospitalier a élaboré un plan visant à raccourcir les temps d'attente pour les consultations, les traitements et les chirurgies de la cataracte pratiquées par des ophtalmologistes itinérants.

Afin de mettre en place ce plan, l'Hôpital général de Whitehorse a dû accroître la fréquence des visites des spécialistes itinérants au territoire et veiller à faciliter la coordination entre le personnel de la clinique d'ophtalmologie, les spécialistes itinérants ainsi que le personnel de la salle d'opération et des services de soutien. Ces démarches ont permis d'accroître le nombre de chirurgies spécialisées de la cataracte, tout en assurant de respecter l'horaire établi des autres interventions chirurgicales urgentes et non urgentes.

Nous sommes sur la bonne voie pour atteindre 520 chirurgies d'ici la fin de 2019.

Les meilleurs soins, en tout temps

Hôpitaux du Yukon : rétrospective annuelle

Chaque année, la Régie des hôpitaux du Yukon publie une rétrospective annuelle, dans laquelle elle fait état de ses réalisations et de ses projets à venir, en vue de fournir des soins hospitaliers sûrs et d'excellente qualité.

Quelques faits saillants :

- Améliorer la qualité des résultats des tests et les rendre disponibles rapidement. À la fin de 2018, nous avons commencé à confier des analyses microbiologiques courantes à St. Paul's Hospital, l'un de nos partenaires de santé situés à Vancouver. Nous avons ainsi maintenu le niveau de qualité élevé exigé des tests menés dans les laboratoires d'hôpitaux.
- Optimiser l'utilisation des lits et de toutes les ressources à la disposition de notre système hospitalier afin d'offrir à la population yukonnaise un accès rapide à des services adaptés à leurs besoins.
- Favoriser les occasions de formation continue pour les membres du personnel et les médecins en inaugurant un Centre de simulation médicale à la fine pointe de la technologie grâce au soutien de la Fondation des hôpitaux du Yukon.
- Renforcer les mesures visant à protéger la vie privée des patients en veillant à recueillir et échanger les renseignements de façon sûre et fiable.
- Solliciter régulièrement les commentaires des personnes qui comptent le plus – nos patients. Nous voulons connaître l'expérience des personnes qui séjournent dans nos hôpitaux et vérifier la qualité des soins prodigués par nos professionnels de la santé.
- Favoriser un milieu de soins sûr. À l'égard des chutes, qui encadrent étroitement l'administration des médicaments et qui favorisent la prévention de la propagation des infections.
- Effectuer notre 10 000^e examen d'imagerie par résonance magnétique (IRM) à l'aide du premier appareil d'IRM en fonction au nord du 60^e parallèle.

Pour en savoir plus, visitez le :
↳ readthis.newsletter.ca/en/health
↳ yukonhospitals.ca/publications

Offrir aux patients des services homogènes grâce à un réseau d'information unique

Notre personnel hospitalier et nos médecins ont actuellement recours au système d'information Meditech pour gérer les renseignements médicaux des patients, pour numériser et archiver des données ainsi que pour acheter les fournitures médicales. Ce système est toutefois vieux de près de 30 ans.

Fort du soutien du gouvernement du Yukon et de sa volonté de doter nos hôpitaux d'une nouvelle version de Meditech, nous avons travaillé en partenariat avec le ministre de la Santé et des Affaires sociales à la conception et à la mise en œuvre du nouveau système. Il s'agit d'une première étape menant à la création d'un système moderne, partagé par les professionnels de la santé de tout le territoire.

Grâce au nouveau système baptisé « Health », les professionnels de la santé autorisés de tout le territoire seront instantanément mis en relation de façon sécurisée.

Health renforcera l'uniformisation et la normalisation dans l'ensemble du système de santé, ce qui donnera lieu à des soins de meilleure qualité et à une amélioration de la santé des citoyens. Ce système moderne permettra aussi au Yukon d'adopter des technologies plus récentes sur les lieux de traitement, comme la lecture de codes à barres pour une gestion plus sûre des médicaments, et un portail sur lequel les patients pourront consulter leurs renseignements médicaux en toute sécurité. Chaque fois qu'une personne sollicitera des

soins au Yukon, quel que soit le lieu, les fournisseurs de soins de santé autorisés pourront facilement accéder à ses renseignements médicaux, en toute sécurité.

De concert avec le gouvernement du Yukon, notre personnel et nos médecins s'emploient à concevoir, à tester et à mettre en œuvre le nouveau système Health, en plus de former les utilisateurs en conséquence. Les premiers éléments du système modernisé seront mis en place dans les hôpitaux et dans certains centres de santé du Yukon, et ils devraient être fonctionnels à la fin de 2020.

▲ The first-ever French-language edition of **Our Pulse**, the Yukon Hospital Corporation's newsletter.

Strengthening our internal capacity

Allocation of resources

Funds provided to the public sector

FLSD provided \$2.79M to departments to support the provision of French-language services across government.

The majority of funds provided to departments (\$2M) contributed to the costs of designated bilingual positions.

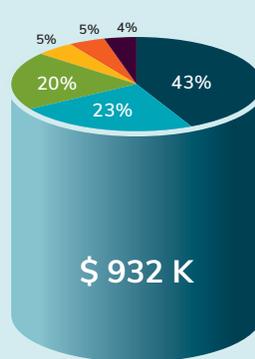
76% of funds transferred funded designated bilingual positions in the health and justice sectors.

FLSD provided \$790,220 to reimburse costs related to the production of communications tools such as advertising, printing and design costs. This

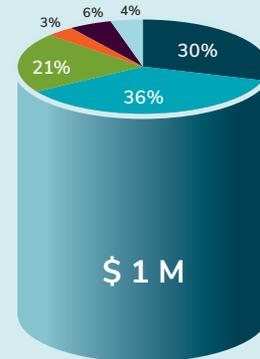
is a 65% increase compared to the amount FLSD transferred for this purpose in 2018–19.

FLSD also provided over \$353,600 to the Yukon Hospital Corporation to support capacity building for providing French-language services (see page 10 for more information).

Salaries of designated bilingual positions

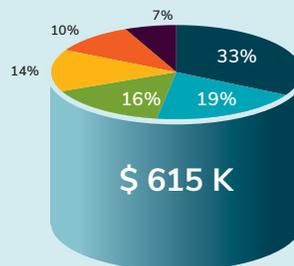
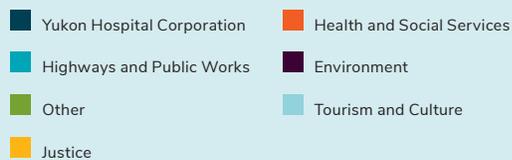


2018–19

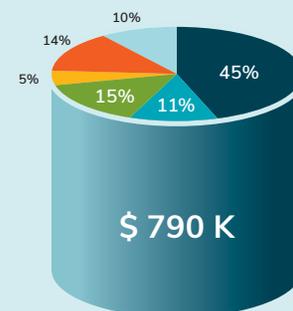


2019–20

Other funds provided to the public sector



2018–19



2019–20

FLSD operations

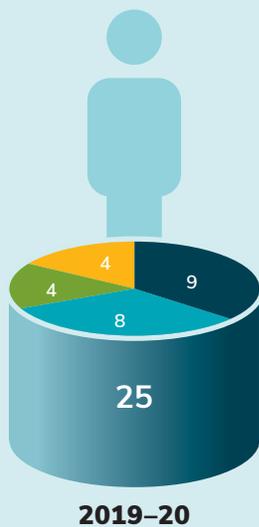
Nearly 85% of positions at FLSD work closely with departments in order to help them provide French-language services and communications. FLSD has twenty-five full-time permanent positions, but vacancies reduced the size of the workforce to approximately 20 employees over the year.

FLSD spent over \$880,900 for operations and maintenance in 2019–20. Here is an overview of FLSD's main spending areas this year:

- Over \$386,200 for translation contracts, which accounts for 90% of FLSD's translation unit's total spending (\$428,221).
- Over \$374,000 for workplace administration costs, a 33% increase compared to 2018–19 that accounts for renovation costs and increased rent resulting from the expansion of FLSD's office space. FLSD now has its own training center to meet the ever-growing demand for French language courses.

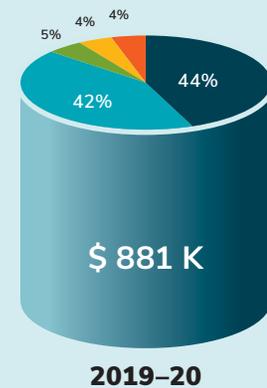
Function of positions at FLSD

- Translation
- French language training and assessment
- Administration
- Implementation of French-language services and communications



Operations and maintenance

- Translation contracts
- Internal administration
- Translation operations
- Communications and training documents for YG personnel
- French language training and assessment operations



Translation services

We have been meeting the growing demand for translation due in part to the ongoing migration of web content to Yukon.ca.

In July and August 2019, FLSD had translators on stand-by on weekends to report on wildfires. We have strengthened notification processes

between Community Services' emergency branches and FLSD's translation unit.

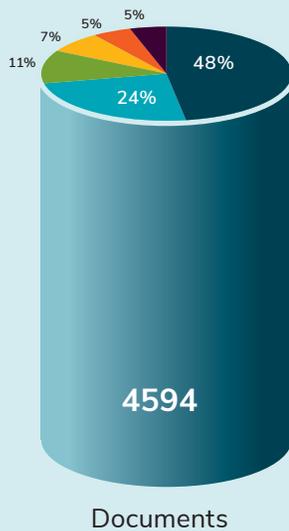
They continue to work together to develop solutions to increase our responsiveness in issuing public safety notices and emergency communications in French.

Recruitment of bilingual employees

In October 2019, FLSD supported the Public Service Commission in recruiting candidates for designated bilingual positions by exhibiting at a university campus and two of the largest job fairs in Quebec.

- National Job Fair, Montreal.
- Salon Formation Carrière, Québec City.
- University of Sherbrooke.

Types of translated documents



Translation requests



Words translated



Designated bilingual positions

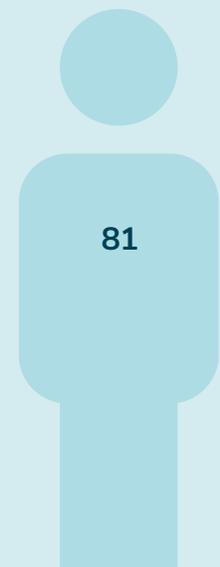
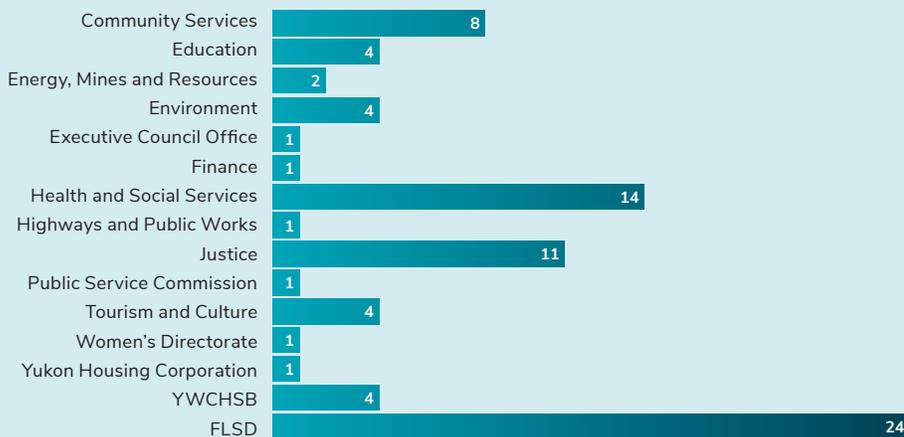
We have 81 designated bilingual positions (DBPs) across government providing a wide range of services in French to the public. This is 49% more DBPs than planned in the Canada-Yukon Agreement on French-language services. A bilingual counsellor started working at the Mental Wellness and Substance Use office in January 2020.

New policy framework

We have reviewed our policy framework in order to help streamline the provision of French-language services across government and reflect YG’s one-government approach to French-language services and communications. The new policy framework should be approved and implemented in 2020–2021.

Number of designated bilingual positions by department

As of March 31, 2020



French language training

Enrollment is on the rise

FLSD broke its record for registrations to French language classes in 2019–20. Single-semester enrollment reached an all-time high with 124 government employees, including 21 from the Whitehorse General Hospital, registering for French classes for the winter 2020 session.

Revamped course offerings

We have been reviewing our offering of French language classes. In addition to updating course contents, we added new levels that were introduced in the fall of 2019. This improved course path is more flexible and better supports the progress of learners from one session to the next.

YG Learn

FLSD has been collaborating with the Public Service Commission to make French courses available on YG Learn, the Government of Yukon’s online training catalogue. This will improve the registration process of French courses and offer the potential to develop blended learning programs.

Reviewing our French language assessment model

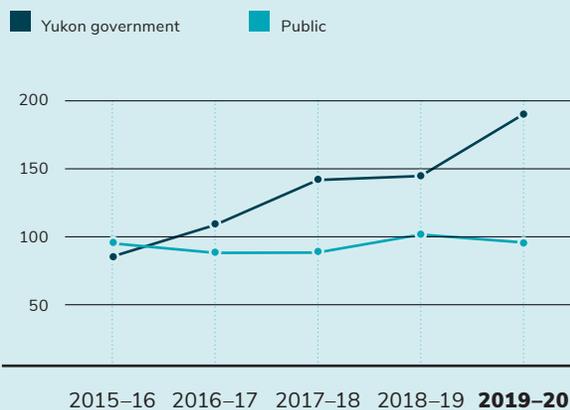
We started reviewing the way we conduct French language proficiency assessments in order to better support departments in their staffing efforts. Our goal is to design an occupational language skills assessment model in alignment with the duties and needs of our designated bilingual positions.

French language proficiency assessments

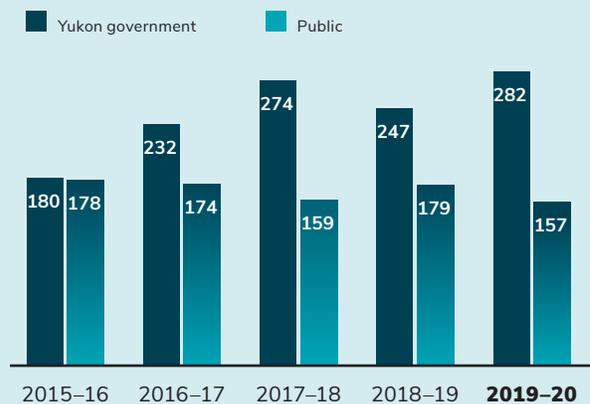
We conducted 27 proficiency assessments to evaluate the French language skills of French immersion teachers and candidates applying to designated bilingual positions in 2019–20.

FLSD delivers French language training to Government employees and the public in partnership with the Association franco-yukonnaise.

Learners registered to French training programs*



Registrations to French training programs



* A single learner can register for several courses in a year.



**French language
training
satisfaction rate**

99% of learners would
recommend our French
courses to others.

Promoting a vibrant Francophonie

Fostering a vibrant Yukon Francophonie

We continued supporting the vitality of Yukon's Francophone community by making financial contributions to a range of initiatives.

Quebec-Yukon Intergovernmental Cooperation Program

The governments of Yukon and Quebec jointly run the Intergovernmental Cooperation Program (ICP), a funding program for community projects. It aims to foster the vitality of Yukon's Francophone community and promote Francophonie across Canada by strengthening ties between Yukon and Quebec.

In 2016, the governments of Quebec and Yukon committed to investing \$25,000 each annually for 5 years into the ICP. In 2019-20, the Governments of Quebec and Yukon awarded funding to six community projects for a total of \$55,000.

Projects funded in 2019–20

- Symposium providing tools for early childhood workers and parents (\$10,000 plus a \$5,000 contribution from the Yukon Department of Education)
- Community forum on issues related to aging in French in Yukon and development of a strategy and action plan to address those issues (\$10,000).
- Series of intimate house concerts by emerging Francophone artists from Quebec (\$9,000).
- Creation and broadcast of radio and online audio clips of articles from *L'Aurore boréale*, Yukon's French-language newspaper (\$9,000).
- 2019–20 Quebec cinema tour in Yukon for the general public and school students (\$12,000).

Yukon Francophonie Day

The Government of Yukon declared May 15 as Yukon Francophonie Day in 2007 in recognition of the local Francophone community. We supported the 2019 edition of Yukon Francophonie Day by way of an agreement we renewed with the Association franco-yukonnaise.

Professional development for French-speaking Yukoners

The Government of Yukon and the Association franco-yukonnaise have signed an agreement for three years valued at \$360,000 to support the delivery of French-language training programs and professional development opportunities tailored to the needs of French-speaking Yukoners. This is the first time the Government of Yukon has renewed its commitment by way of a multi-year agreement for this initiative.

The agreement funded the creation and delivery of the following training:

- Handling healthy conversations in difficult situations.
- English as a second language in business settings.
- Roles and responsibilities within a Board of Directors.
- Managing change.

Local projects with a big impact

The Quebec-Yukon Program prioritizes initiatives that show the most potential for generating tangible impacts for Yukon's Francophone community.

Supporting the Canadian Francophonie

Ministerial Conference on the Canadian Francophonie

Each year, the federal, provincial, and territorial ministers responsible for the Canadian Francophonie meet at the Ministerial Conference on the Canadian Francophonie (MCCF).

The MCCF celebrated its 25th anniversary in 2019 at its meeting which took place in Iqaluit (Nunavut) on June 27 and 28.

The ministers in attendance discussed important issues for Francophone and Acadian communities. They committed

to improve intergovernmental collaboration in order to support French-language communities across Canada all the while celebrating the richness and value of Indigenous languages.

After serving as Co-Chair with the Minister of Official Languages, the Honourable Mélanie Joly, for the past two years, the Honourable John Streicker, Minister responsible for the French Language Services Directorate, transferred chairmanship to Minister

Responsible for Canadian Relations and the Canadian Francophonie of the Government of Quebec, Sonia LeBel.

▼ From left to right: Sonia LeBel (Quebec), David Joanasie (Nunavut), Nadine Wilson (Saskatchewan), Mélanie Joly (Government of Canada), Caroline Cochrane (Northwest Territories), Robert Gauvin (New Brunswick), John Streicker (Yukon).
Photo credit: Jamie Griffiths



Symposium on the 50th anniversary of the *Official Languages Act*

On March 11, 2019, the government of Canada announced the launch of a review to modernize the *Official Languages Act*. From March to May 2019, a pan-Canadian public consultation tour took place – in the form of round tables and think tanks — and closed with a Symposium

on the 50th anniversary of the Act. We attended the Symposium held in Ottawa in May 2019. As the largest gathering of official languages stakeholders in the country, the symposium was an opportunity to reflect on issues pertaining to the modernization of the Act.

Working session on the modernization of the *Official Languages Act*

We also participated in a working session with the federal government and other jurisdictions in October 2019 to identify issues, concerns and impacts of the modernization of the *Official Languages Act* on provinces and territories.

