



Report on French-language Services

2017-2018



Yukon.ca

  @LeYukonFr



General information

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Government of Yukon

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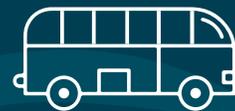
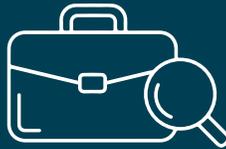
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Message from the Minister

I am pleased to present to you the Government of Yukon's 2017–2018 Report on French-language services.



Our negotiations with the Government of Canada have been fruitful, resulting in the signing of a historic agreement for \$14 million over three (3) years. This considerable increase, to which we have added close to \$1 million this year, gives us the means to significantly improve our communications and French-language services.

First and foremost, we strengthened our partnership with other departments, and this will help us better plan how we invest our efforts and resources. We focused on staffing for positions designated as bilingual and stepped up our capabilities, primarily in translation. We are now ready to successfully lead a government-wide Active Offer campaign.

The year 2017–2018 also marks the last year of the 2014–2018 Strategic Framework on French Language

Services. We are making sure that the new Strategic Framework will also take into account the priorities of Yukon's Francophone community.

I am proud of the progress made over the past year and I sincerely believe that we are on the right track. I would like to thank Yukon Government employees who contribute in one way or another to improving communications and access to services in French, as well as the Francophone community for its collaboration and support.

Cordially,

A handwritten signature in black ink, appearing to read 'John Streicker', with a long, sweeping underline.

John Streicker

Minister responsible for French Language Services Directorate

Introduction

This report highlights the Government of Yukon’s main initiatives in the area of French-language communications and services for the period April 1, 2017, to March 31, 2018.

This period marks an important step forward for French-language services in Yukon as a result of two major accomplishments:

- The signing of a new funding agreement with the federal government
- Capacity building for the French Language Services Directorate (FLSD), which supports the delivery of French-language services within the government

The results presented in this report describe the services provided by the FLSD to government departments and crown corporations over the past year, including:

- Translation
- Management of French-language web content
- Training and support for the proactive offer of French-language services
- French courses offered in partnership with Association franco-yukonnaise
- Language proficiency assessments
- Recruitment of bilingual staff in partnership with the Public Service Commission
- Increased financial support for French-language services, including designation and hiring of bilingual staff
- Advice on the delivery of French-language services

The FLSD also works with other territorial and provincial governments, mainly within the Ministerial Conference on the Canadian Francophonie network. It negotiates and manages the Canada-Yukon Agreement on French-language services and consults the Yukon Francophone community. It ensures the government’s efforts with regard to French-language services and communications are in line with the community’s priorities.

FLSD team

The FLSD now has a team of over twenty people, backed by approximately a dozen freelance translators.

Language proficiency assessments



New Canada-Yukon Agreement on French-language services

The 2017–2020 Canada-Yukon Agreement on French-language services marks the start of a new era of collaboration between the Canadian and Yukon governments. It will help foster significant improvements to the Government of Yukon’s French-language services and communications. Securing fourteen (14) million dollars in funding over three (3) years will make it

possible to fund more designated bilingual positions and provide the necessary tools to proactively and coherently deliver French-language services.

The new agreement increases the FLSD’s ability to meet the growing demand for translation from departments and successfully support the proactive offer of French-language services within the government.

Culture

The FLSD submitted a two-year project to the Government of Canada’s Community Cultural Action Fund. The funding obtained, which is intended to provide communities in the Yukon and northern Canada with opportunities to see work by northern Francophone artists, was transferred to Association franco-yukonnaise.

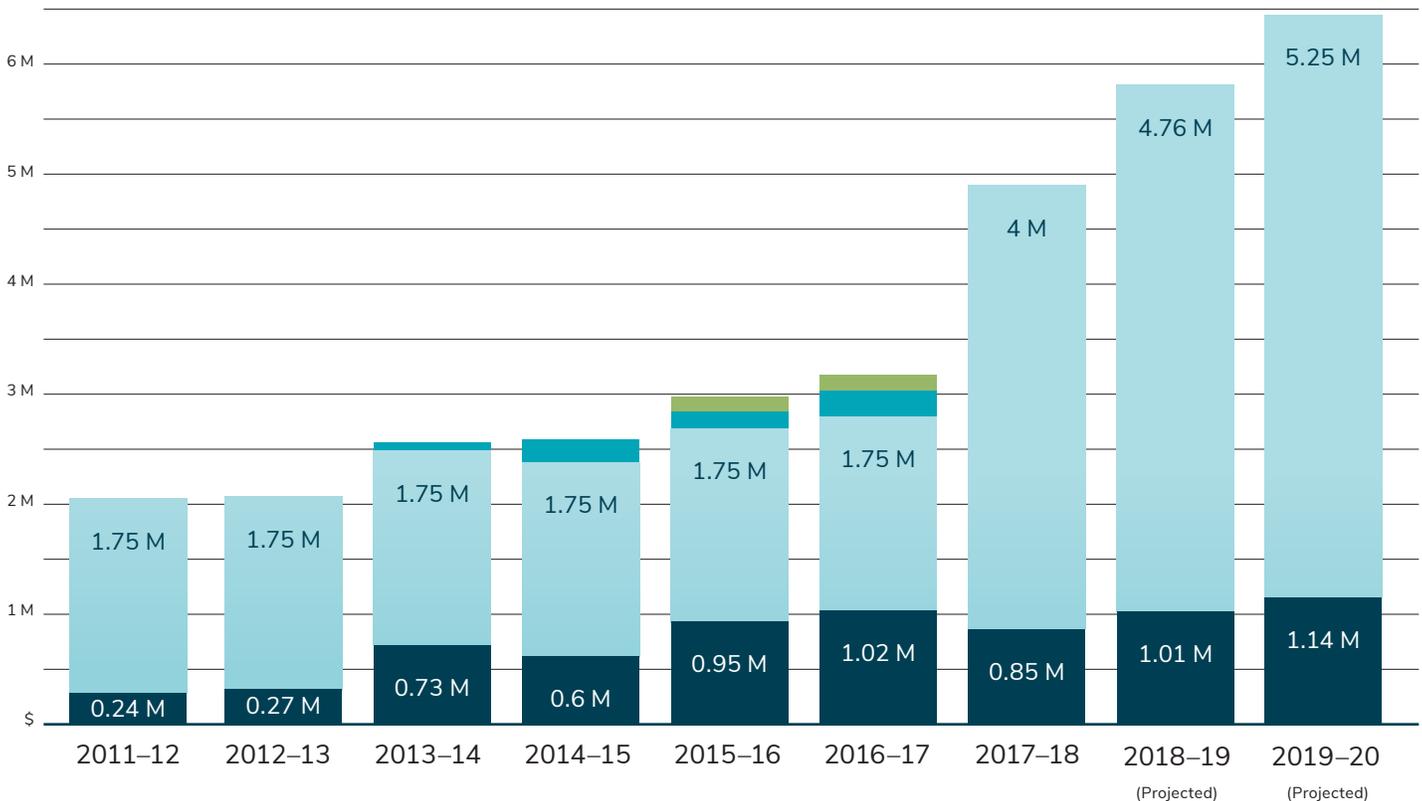
Canada Projects

The Canadian and Yukon governments increased investment starting in 2013–2014 to carry out three pilot projects and develop the Active Offer model that is currently in place.

Canada-Yukon Agreement on French-language services

Government of Yukon’s Investment

Funding of French-language services



Four priorities of the Canada-Yukon Agreement

Strengthen the capacity of the FLSD and the Public Service Commission

- Translation services and language training
- Operational support for the implementation of Active Offer
- Support for bilingual staffing
- Language proficiency assessments for government employees

Improve access to health services

- More designated bilingual positions, including at Whitehorse General Hospital
- Feasibility study on the creation of a bilingual health clinic (and possible implementation based on the study's conclusions)

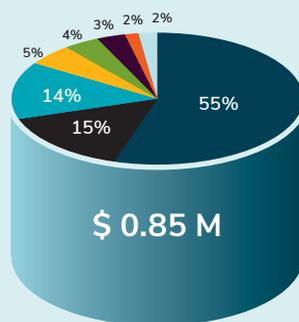
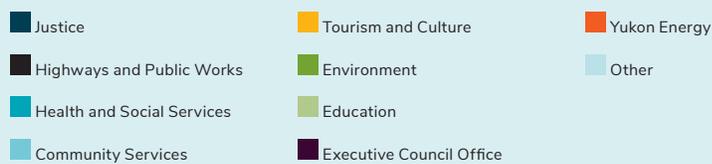
Implement Active Offer

- Bilingual greeting
- Bilingual staff
- Over-the-phone interpretation
- Bilingual documentation

Improve web services

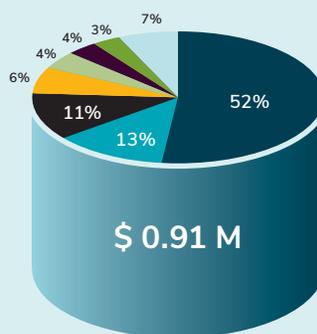
- Social networks
- Bilingual websites
- Transactional sites

Spending by government departments and crown corporations



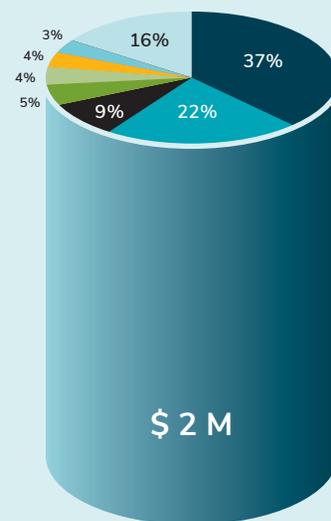
2015–16

\$ 0.85 M



2016–17

\$ 0.91 M



2017–18

\$ 2 M

First year of the new Canada-Yukon Agreement on French-language services

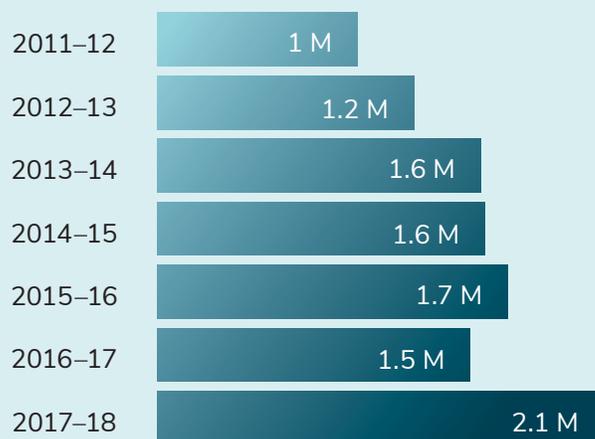


2017-18

Over two million words translated, an increase of 30%.

The increase is due in part to the launch of two new bilingual websites: EngageYukon.ca and Yukon.ca.

Number of words translated



Main government accomplishments

The planning and preparation for the rollout of a government-wide campaign promoting Active Offer were among the main actions carried out in 2017–2018. This transitional year has provided a solid foundation we can use to proactively offer more French-language services to meet the needs of the Yukon Francophone community.

Designated bilingual positions

In 2017–2018, we designated fifty-five bilingual positions across the government. We worked together with Association franco-yukonnaise to make sure the positions met the Francophone community’s priorities. For instance, we created a new bilingual position in Victim Services at the Department of Justice.

The government had the equivalent of six full-time designated bilingual positions prior to the signing of the new Canada-Yukon Agreement on French-language services.

Recruitment of bilingual staff

The FLSD supported recruitment efforts by the Public Service Commission, the Department of Education, and the Department of Health and Social Services by attending numerous job fairs and presentations at educational institutions in Eastern Canada.

- Foire nationale de l’emploi de Montréal, October 2017
- Salon carrière de l’Université de Moncton, February 2018
- University of Ottawa Graduating Students and Alumni Career Fair, March 2018
- Presentation at Université de Moncton, February 2018
- Presentation at Université Laval in Quebec City, February 2018
- Presentation at the Canada School of Public Service in Quebec City, February 2018
- Presentation at La Cité collégiale in Ottawa, March 2018
- Presentation at Carleton University, March 2018

Designated bilingual positions

When a position is designated bilingual, it must be filled by a person who meets the language requirements for the position.

2017–18
Seventy-seven percent of the positions identified in the bilingual staffing plan were designated bilingual during the first year of the three-year Canada-Yukon agreement.



Health services

One of our priorities is to increase availability of French-language services in primary health care, emergency care, and mental health.

Tel-Aide

Since October 2017, Yukon Francophones who are experiencing psychological distress have had access to a French-language helpline. We signed a 30-month agreement with Tel-Aide Outaouais, an organization based in southwestern Quebec that offers a free anonymous and confidential telephone crisis line for Francophones in need of emotional support. The service is available 24/7 at 1-800-567-9699.

Bilingual health clinic

We have launched a feasibility study on the creation of a bilingual health clinic in collaboration with Partenariat communauté en santé. We will use the results of the study to examine the possibility of setting up a bilingual health clinic in the coming years.

Primary health care

Primary health care can cover the majority of a person's health needs throughout their life—from prevention and treatment to rehabilitation and palliative care.

Source: World Health Organization

Language training

The FLSD has developed an online course called “Accueillir vos clients en français” (Greeting your clients in French) to complement the Active Offer training we provide to frontline staff and their supervisors. It has also maintained its partnership with Association franco-yukonnaise to continue delivering French-language training.

Planning and collaboration

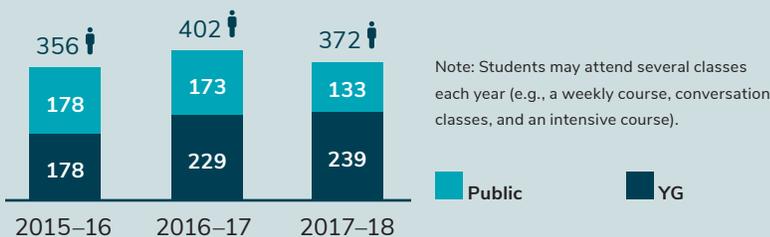
A number of initiatives have been implemented to provide more French-language services in a coordinated and consistent manner across government following the signing of the 2017–2020 Canada-Yukon Agreement on French-language services in March 2017. The FLSD has created an interdepartmental committee for bilingual staffing and has collaborated with fifteen (15) departments and six (6) crown corporations. Thirteen (13) of the twenty-one (21) departments and crown corporations have signed memorandums of understanding, which serve as blueprints for bilingual staffing and implementation of French-language services.

Simultaneous interpretation

We coordinated simultaneous interpretation service for a French-language meeting held at Centre de la Francophonie on October 2, 2017, to facilitate Francophone community participation in the public consultation on the Yukon's financial future. About 20 people came to meet and talk with the members of the independent Financial Advisory Panel.

The pilot project was a success.

Enrolment in French courses



2017–18

Government employees account for 60% of enrolment

This increase is a strong indicator of the growing interest in French-language learning and service delivery within the public service.

Web communications

We launched two new bilingual websites:



Yukon.ca

This user-centered site provides information that is most frequently requested. In the future it will replace other government websites, except for microsites.

EngageYukon.ca

This site allows the public to take part in discussions and access the results of various public consultations.

Legislative Assembly

FLSD worked with Yukon Legislative Assembly staff to ensure all speeches and statements in French are recorded in French in Hansard. This document is the official—and almost verbatim—transcript of the hearings that were held in the House.

Translated documents by category

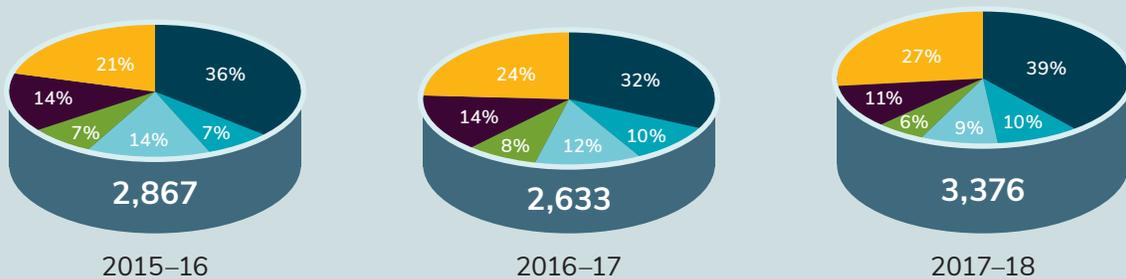




Photo: National Coordination Office, Ministerial Conference on the Canadian Francophonie

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.

For the first time since its inception in 1994, the conference was organized by the Government of Canada, in lieu of a provincial or territorial government, as part of the 150th anniversary of Confederation. The Honourable John Streicker, Minister responsible for the French Language Services Directorate, was invited to co-chair the 22nd conference with the Honourable Mélanie Joly, Minister of Canadian Heritage.

The ministers in attendance discussed important issues for Francophone and Acadian communities, including access to justice in French and the improvement of French-language government services.

"I am very pleased with the progress we have made together again this year on major issues. We have worked enthusiastically on identifying actions we can take to make sure our Francophone and Acadian communities remain dynamic and continue, as they always have done, to contribute to the prosperity of each province and territory."

— **John Streicker**,
Minister responsible for the French Language Services Directorate



► The symposium on early childhood brought together 52 people.

Photo: Yukon Francophone School Board



► The "Interactive doorways" connected Whitehorse directly to eleven Canadian cities.

Photo: Association franco-yukonnaise

Fostering vibrant communities

We support the vitality and strength of the Yukon Francophone community by making financial contributions to a range of initiatives.

Quebec-Yukon Intergovernmental Cooperation Program

The Intergovernmental Cooperation Program is a product of the Agreement for Cooperation and Exchange with respect to the Canadian Francophonie signed on March 31, 2016, by the Quebec and Yukon governments.

Our respective governments have each committed to investing \$25,000 annually over five years, a total of \$250,000, to foster partnerships and exchanges between Francophones in Quebec and the Yukon.

Projects funded in 2017–2018

- Three-day symposium on early childhood, including a public performance by Quebec comedian Émilie Ouellette (\$8,200)
- New branding for Francophone newspaper *Aurore boréale*, tailored to digital platforms (\$6,475)
- Artist residency in oral traditions culminating in a public performance (\$3,500)
- Mentoring opportunities for artists taking part in the fifth edition of multidisciplinary production *Onde de choc* (\$5,000)
- Exploratory mission to virtually twin Yukon and Quebec students in the aim of writing stories together using Jacques Prévert's exquisite corpse method (\$1,795)

This year we made a one-time investment of \$8,000 to support the “Interactive doorways” project, which connected Whitehorse directly to eleven Canadian cities during the Constellation francophone/Solstice Saint-Jean event.



Photo: Association franco-yukonnaise

Yukon Francophonie Day

We also renewed our partnership with Association franco-yukonnaise to organize Yukon Francophonie Day, an excellent opportunity to celebrate the history and vitality of the local Francophone community.

The Government of Yukon declared May 15 as Yukon Francophonie Day in 2007 for the first time.

2017-18

The Yukon government funded six projects for a total of \$32,970.

Active Offer

Active Offer is the client service model adopted by the Government of Yukon to proactively offer, deliver and promote services in English and French to all clients.

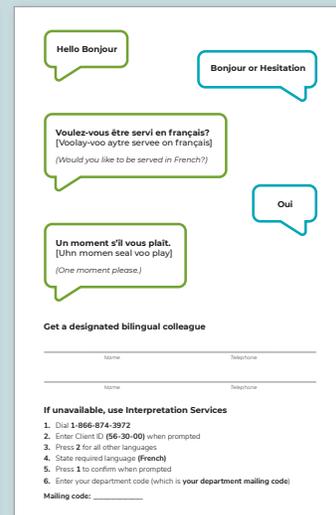
It fosters a welcoming environment that invites the public to communicate in French with the Government of Yukon.

Active Offer model

The model was developed by the French Language Services Directorate. It specifies the resources that enable the government to deliver services and communicate with the public in French.



- ▶ Front: Indicates to the public that staff members have been trained and are prepared to proactively offer services in French.
- ▶ Back: Tool to help staff members who do not speak French quickly connect members of the public with French-language services.



**Yukon**