

French Language Services

2018–2022 Strategic Framework – Draft

Vision

French language services are provided consistently and reflect the priorities of Yukon’s French-speaking population. Members of the public are encouraged to communicate with the Government of Yukon in French and to utilize the French language services it provides.

Principles

One Government

Consistent and ongoing service offer

Responsible Management

Optimized human and financial resources

Best Practices

Innovative, Yukon-specific best practices

Objectives

Strategies

Improve access to French language services

- Continue** implementing the Government of Yukon (GY) active offer model in every department and particularly
- ▶ in health and social services, and Whitehorse General Hospital
 - ▶ at high-traffic service outlets

- Increase** government services and information in French on the Internet
- ▶ online transactional services
 - ▶ websites
 - ▶ social media

Establish a bilingual health clinic

Encourage utilization of French language services

- Implement** feedback mechanisms to understand and mitigate factors hampering utilization of services :
- ▶ service evaluation
 - ▶ complaint resolution

Continue promoting available services

Update policy framework on the provision of French language services

- Review** the Policy on French language services and Guidelines on communication in French to ensure they reflect
- ▶ the Government of Yukon’s active offer model
 - ▶ the principle of useful, usable and used services
 - ▶ the priorities of Yukon’s French-speaking population

- Increase** support provided to the departments by the Public Service Commission and the French Language Services Directorate
- ▶ bilingual staffing based on a corporate approach to promotion and recruitment
 - ▶ translation
 - ▶ active offer training
 - ▶ French classes

Mobilize human resource, finance and communication staff in each department for coordination of French language services