Working Plan 2017-2021

French Language Services Overview

Person responsible for this plan:	Nicole Young, Manager, French Language Services
Workplan started on:	December 28, 2016
Workplan submitted on:	April 2017
Workplan anticipated completed on:	April 30, 2021

SECTION 1: General Information

Part 9, Official Languages of Municipal Services of the City of Winnipeg Charter

451 (1) Definitions:

"Designated Area": the area of the Riel community (as set out in the City of Winnipeg Wards and Communicates Regulation)
"Historic St. Boniface": means the area described as Taché Ward in Order in council 656/71; («*vieux Saint-Boniface*»)
"Municipal Services": services that are provided to the public by the City
"St. Boniface Ward": means St. Boniface Ward as described in the City of Winnipeg Wards and Communities Regulation, Manitoba Regulation 154/92

451 (2) Meaning of "official languages":

For the purpose of this Part, English and French are the official languages

SECTION 2: Lists of Programs and Services offered by Departments and Special Operating Agencies

DEPARTMENTS/ SPECIAL OPERATING AGENCIES/OTHER	Division	Classification	Number of Designated Bilingual Positions	Number of FTEs	Prg/Ser offered	Notes
DEPARTMENTS						
Chief Administrative Officer (Secretariat)	CAO's office	Reception	1	1		
	Corporate Communications	Manager , Grade X	0	1		Current incumbent has French
		Communications Officer	1	4		
		Clerk B, Communications Assistant	0	1		
	Marketing and Branding	Manager, Grade 5	0	1		Internal Service provider - no citizen contact
		Advertising Officers	0	2		Internal Service provider - no citizen contact
	Public Engagement	Manager, Grade 5	0	1		
		PE Officers	0	3		
	Web and Social Media	Manager, Grade 5	0	1	Contact with internal staff only for dept public access	No citizen contact. Maintains English website and social media applications/software which is an interface with the public.
	French Language Services	Manager , Grade 5	1	1	Contact with internal and external	
		Clerk B - Customer Service Representative	2	1.5	Citizen services (phone and in person) in both official languages at the first point of contact	Located at Customer Service Counter - 170 Goulet

		Manager, Grade 4 Coordinator/Translator	1	1	Contact with internal staff only, translation of City documents for dept for public access	Internal Service provider - no citizen contact
		Jr Translation	1	1	Contact with internal staff only, proofreading of City documents for dept for public access	Internal Service provider - no citizen contact
		Clerk C - Proof-reader	2	1.5	Contact with internal staff only, translation of City documents for dept for public access	Internal Service provider - no citizen contact
		Clerk B - Administrative Assistant	1	1	Clerical support to Translation Branch, position maintains the French website	Internal Service provider - no citizen contact. Maintains French website which is an interface with the public.
	311 Contact	Clerk B -Customer Service Representatives	10	4.5	Citizen services (phone or in person) in both official languages at the first point of contact	
		Clerk C - Customer Service Representatives II and Team Lead	2	2	Citizen services - escalated (phone or in person) in both official languages.	Located at Customer Services Counter - 510 Main
			23			
Assessment and Taxation	Advisory	Clerk B - customer Service Representative	1	1	Citizen services (phone or in person) in both official languages at the first point of contact	457 Main Street
	Assurance					
	Investigation		1	1		Bilingual assessors in the Riel District (upon request)
			2			
City Clerks	General office		2	1	Citizen services (phone or in person) in both official languages at the first point of contact	510 Main Floor
	Public Hearing Process		2	2		
	Document Certification			1		
	Commissioner for Oaths		1	1		
	Winnipeg Souvenirs		1	1		
	Operating Grant Applications		0	1		

			6			
Community Services	Reception		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	395 Main, Main Floor
	Pools		14	6	Citizen services (phone or in person) in both official languages at the first point of contact	Bonivital,
	Arenas		6 p/t		Citizen services (phone or in person) in both official languages at the first point of contact	
	Libraries		20		Citizen services (phone or in person) in both official languages at the first point of contact	St. Boniface Branch, Windsor Park Branc, Louis Riel Branc, Pembina Trail Branch, St. Vital Branch
	Neighbourhoods Rec Prg		10 p/t			
	Community Services		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	
	St. Vital Cemetery		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	
			45			
Corporate Finances	Reception	Cashiers	1		Citizen services (phone or in person) in both official languages at the first point of contact	510 Main Floor
	Materials Management Division	Reception	1		Citizen services (phone or in person) in both official languages at the first point of contact	185 King Street, Main Floor
	Claims and Insurance Branch	Reception	1		Citizen services (phone or in person) in both official languages at the first point of contact	185 King Street, 3rd Floor
			3			
Corporate Services	Human Resources	Clerk B – customer Service Representative	1	1	Citizen services (phone or in person) in both official languages at the first point of contact	510 Main Floor
		Staffing & Diversity Assistant	0	1	Citizen services (phone or in person) in both official languages – outreach presenter	510 Main Floor
		Human Resource Consultants	0	1	Citizen services (phone or in person) in both official languages at the first point of contact	510 Main Floor

			1			
Fire and Paramedics			**18**			
Planning, Property and Development			**3**			
Police Services			**6 + 911 Call centre**			
Public Works			**4 + Call Centre**			
Transit			**2**			
Water and Waste	Call Centre / Customer Service Counter		**7**			
SPECIAL OPERATING AGENCIES						
Animal Services	Reception		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	
Parking Authority			0	0		
Fleet Management			0	0		
Golf Services	Reception	Windsor Park Golf Course	1	1	Citizen services (phone or in person) in both official languages at the first point of contact	
OTHER						
Assiniboine Park			1	1	Citizen services (phone or in person) in both official languages	
Councillor's Offices	Reception		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	Current incumbent is not bilingual
Mayor's Office	Reception		1	1	Citizen services (phone or in person) in both official languages at the first point of contact	Current incumbent is not bilingual
	Tour Guide		1	1	Citizen services (phone or in person) in both official languages	
			6	**4**		
			126			

SECTION 3: Community Information

3.1 Name of the Wards served:

Ward 1 St. James-Brooklands-Weston
Ward 2 Point Douglas
Ward 3 South Winnipeg-St. Norbert
Ward 4 St. Vital
Ward 5 Charleswood-Tuxedo-Whye Ridge
Ward 6 North Kildonan
Ward 7 St. Charles
Ward 8 St. Boniface
Ward 9 Mynarski
Ward 10 Fort Rouge-East Fort Garry
Ward 11 River Heights-Fort Garry
Ward 12 Old Kildonan
Ward 13 Daniel McIntyre
Ward 14 Elmwood-East Kildonan
Ward 15 Transcona

3.2 Electoral Division:

XX

3.3 Population:

178400 Total of citizens for City of Winnipeg
7493 French-Speaking

ADDITIONAL INFORMATION

In how many community engagement initiatives has the City of Winnipeg participated, including or targeting Francophones during the reporting period? If applicable, describe activity (ties).

How many complaints did you receive during this reporting period regarding French Language Services? If applicable, elaborate on the nature of the complaint and the actions taken.

Has the City of Winnipeg received any recommendations on French Language Services from the various Wards?

SECTION 4: Requirements for Compliance



Requirements for Compliance	Activities	Lead Contact Person	Start Date	Anticipated End Date	Status
425 (1) General obligation of City of Winnipeg Except where a later date or series of dates is fixed by by-law under subsection 460 (1) (by-law for implementation) for compliance with a provision of this Part, the City shall ensure that all things necessary are provided or done to satisfy the requirements of this Part and to permit a person do to anything he or she is entitled to do under this Part.		Nicole Young	2016-12-01	2022-01-01	In progress
452 (2) Interpretation Nothing in this Part shall be interpreted to prevent the city from providing more municipal services in French than are required in this Part or from providing municipal services to persons any language other than English or French.		Nicole Young	2016-12-01	2022-01-01	In progress
452 (3) Limitations of obligation The obligations of the city under this Part are subject to such limitations as circumstances make reasonable and necessary, if the city has taken all reasonable measures to comply with this Part.			2016-12-01		In progress
PROCEEDINGS OF COUNCIL AND ITS COMMITTEES					
453 (1) Use of French in council and its committees In addition to English, every person is entitled, upon notice, to use French in a proceeding of or before council or a committee of council with respect to a matter and, where notice is given, the proceeding with respect to that matter shall be conducted or simultaneously interpreted in French.		Mayor, CAO	2016-12-01		In progress
453 (2) Notice		Mayor, CAO	2016-12-01		In progress

A notice referred to in subsection (1) must be in writing, must specify the matter and the proceeding and must be given to the city clerk a) In the case of a regular meeting of council, not less than two working days before the proceeding; and b) In the case of a special or emergency meeting of council, within a reasonable time after notice of the meeting is given, having regard to the period of that notice.					
COMMUNICATION AT CITY OFFICES					
454 (1) Official languages at City Hall Every person is entitled, within a reasonable time of a request, to receive in the official language of the person's choice any municipal services that are available at any office of the city located at City Hall and in the course of the provision of those services to speak and be spoken to in the official language of the person's choice		CAO, Nicole Young	2016-12-01		In progress
454 (2) Official languages at designated locations Where a municipal service is not available in both official languages in the designated area, every person is entitled, within a reasonable time of a request, to receive that municipal service in the official language of the person's choice at an office at any location designated* by council by by-law under subsection 460 (1) (by-law for implementation) for the purposes of this subsection and in the course of the provision of those services to speak and be spoken to in the official language of the person's choice. *(Currently, under By-Law 8154-2002, the following locations are identified as designated locations:*					
• *510 Main – Council Building (City Hall Information Service – Main Floor; city Hall Information Kiosk – Main Floor; Community Committee Offices; Councillors' Office; Mayor's Office)*		Nicole Young	2016-12-01	2022-01-01	In progress
• *510 Main – Administration Building (CAO Secretariat 3rd Floor; Corporate Finance – Cashiers; Corporate Service s-Human Resource Services; Water and Waste-Customer service counter)*		Nicole Young	2016-12-01	2022-01-01	In progress
• *300 Assiniboine Avenue – Board of Revision*		Nicole Young	2016-12-01	2022-01-01	In progress

• *614, rue DesMeurons – Bilingual Service Centre-*	Moved on April 25/16 to 170 Goulet Street (Councillor Allard)	Nicole Young		2016-10-03	Completed
• 395 MainFloor – Community Services		Nicole Young	2016-12-01	2017-01-01	In progress
• 1057 Logan – Animal Services		Nicole Young	2016-12-01		
• 131 Provencher Boulevard – St. Boniface Library	Councillor Allard	Nicole Young	2016-12-01	2016-10-03	Completed
• 955 Cottonwood Road – Windsor Park Library	Councillor Allard	Nicole Young	2016-12-01		
• 1168 Dakota Street – Louis Riel Library	Councillor Mayes	Nicole Young	2016-12-01		
• 2724 Pembina Hwy – Pembina Trail Library		Nicole Young	2016-12-01		
• 6 Fermor Ave-St. Vital Library	Councillor Mayes	Nicole Young	2016-12-01		
• 55 Pavilion Crescent – Assiniboine Park Zoo		Nicole Young	2016-12-01		
• 1215 Archibald Street – Bonivital Pool	Councillor Allard	Nicole Young	2016-12-01		
• 10 DesMeurons Street – Windsor Park Golf Course	Councillor Allard	Nicole Young	2016-12-01		
• 236 River Road – St. Vital Cemetery	Councillor Mayes	Nicole Young	2016-12-01		
• 185 King Street – Materials Management division, Claims and Insurance Branch	Councillor	Nicole Young	2016-12-01		
• 151 Princess (Fire Paramedic Services; Police Services – Duty Desk, Traffic Division Office and Police Chief's Office	Moved to 245 Smith Street	Chief Smyth	2016-12-01		
• 604 St. Mary's Road (Fire Prevention Branch)	Councillor Mayes	Nicole Young	2016-12-01		
All Fire Stations in the Riel District					
• 864 Marion Street	Councillor Allard	Nicole Young	2016-12-01		
• 1083 Autumnwood Drive	Councillor Allard	Nicole Young	2016-12-01		
• 337 DesMeurons Street	Councillor Allard	Nicole Young	2016-12-01		
• 1057 St. Mary's Road	Councillor Mayes	Nicole Young	2016-12-01		
• 598 St. Mary's Road	Councillor Mayes	Nicole Young	2016-12-01		
• 1525 Dakota Street	Councillor Mayes	Nicole Young	2016-12-01		
• 880 Dalhousie Drive?	Councillor Lukes	Nicole Young	2016-12-01		
• 30 Fort Street – Planning, Property and Development – Permit applications and Variance & Conditional use applications	Councillor	Nicole Young	2016-12-01		
• 227 Provencher Boulevard – District 5 Station	Moved to				
• 457 Main Street – Property Assessment	Councillor	Nicole Young	2016-12-01		
• 1155 Pacific – Public Works – Permit Applications and Call Centre	Councillor	Nicole Young	2016-12-01		
• 190 River Road – St. Vital Park	Councillor Mayes	Nicole Young	2016-12-01		
• 294 Bertrand Street – Bertrand Arena	Councillor Allard	Nicole Young	2016-12-01		

• 910 Maginot – Maginot Arena • 421 Osborne Street – Transit Main Office	Councillor Allard Councillor	Nicole Young Nicole Young	2016-12-01 2016-12-01		
454 (3) Written communications Every person who communications in writing with the city with respect to a matter is entitled with respect to that matter to be communicated with in writing in the official language of the person's choice.		Nicole Young	2016-12-01	2022-01-01	In progress
454 (4) Subsequent communications If a person initiates a communication with respect to a matter in an official language, whether spoken or written, in circumstances where the person is entitled to do so under this section, the person is entitled to use and to require the use of that official language in all subsequent communications, whether spoken or written, with respect to that matter.		Nicole Young	2016-12-01	2022-01-01	In progress
454 (5) St. Boniface Office The city shall provide an office in historic St. Boniface where the municipal services prescribed by by-law under subsection 460 (1) (by-law for implementation) for the purposes of this subsection are provided in both official languages.	Councillor Allard	Nicole Young	2016-12-01	2022-01-01	Completed
MUNICIPAL SERVICES					
455 (1) Application This section applies in respect of municipal services other than those available at an office.		Nicole Young	2016-12-01	2022-01-01	In progress
455 (2) Receipt of municipal services in St. Boniface Ward Every person resident in St. Boniface Ward is entitled to receive in the official language of the person's choice, at a facility of the city within that Ward or at the person's place of residence, all municipal services that are ordinarily provided at that facility or place of residence.		Nicole Young	2016-12-01	2022-01-01	In progress
453 (3) Municipal services for designated area Every person who is resident in the designated area and who goes to a facility of the city where a municipal service provided in either official language within the designated area or at any location designated by council or by by-law under subsection 460 (1) (by-law for implementation) for the purposes of this subsection.		Nicole Young	2016-12-01	2022-01-01	In progress
455 (4) Subsequent communications		Nicole Young	2016-12-01	2022-01-01	In progress

A person who is entitled to a municipal service in the official language of the person's choice under this section and who initiates communication respecting that service in the official language of the person's choice is entitled to use or to require the use of that official language in all subsequent communications, whether spoken or written, in respect of that service.					
BILINGUAL DOCUMENTS					
456 (1) Notices, statements, etc. All notices, statements of account, certificates, demands in writing and other documents sent or given by the city to persons resident in the designated area shall be in both official languages.		Nicole Young	2016-12-01		In progress
456 (2) Forms and brochures All application forms provided by the city to the general public and all brochures, pamphlets and similar printed documents distributed by the city to the general public in the designated area in both official languages.		Nicole Young	2016-12-01		In progress
457 (1) Publication of notices and advertisements Any public notice respecting a matter that affects the designated area generally, whether or not it also affects the rest of the city, and any advertisement for the employment of a person with competence in both official languages shall be published by the city in both official languages.		Nicole Young	2016-12-01		In progress
457 (2) Publication notices may be published separately The English and French version of a public notice or advertisement referred to in subsection (1) may be published in separate publications.		Nicole Young	2016-12-01		In progress
BILINGUAL SIGNS					
458 (1) Signs respecting municipal services The city shall, inside and outside each location where municipal services are available in both official languages, erect and maintain signs bearing information in both official languages respecting the particular municipal services that are available in both official languages at that location.		Nicole Young	2016-12-01		In progress
458 (2) General information signs In addition to the signs referred to in subsection (1), all signs that are inside or outside each location where municipal services are		Nicole Young	2016-12-01		In progress

available in both official languages and that provide information to the public shall be erected and maintained in both official languages.					
458 (3) Street and traffic signs All street signs and the words on all traffic signs erected or maintained in the St. Boniface Ward and, where feasible, elsewhere in the designated area shall be in both official languages.		Nicole Young	2016-12-01		In progress
ACCESS GUIDE					
459 (1) Contents of access guide The city shall cause to be prepared and published in both official languages an access guide to municipal services in French that shall include:					
a) A statement of the requirements to be satisfied by the city and the things that a person is entitled to do under this Part;		Nicole Young	2016-12-01		Not started
b) Details of the actions the city has taken to satisfy those requirements, including, without limitation, a list of offices, together with their addresses and telephone numbers, where municipal services are available during normal business hours or within a reasonable time of request; and		Nicole Young	2016-12-01		Not started
c) Such information respecting the organizational structure of the city and each of its administrative subdivisions as is reasonably necessary to enable a person to take advantage of what the person is entitled to under this Part.		Nicole Young	2016-12-01		Not started
459 (2) Availability of the access guide The city shall ensure that copies of the access guide are available					
a) In every office or facility of the city in the designated area;		Nicole Young	2016-12-01		Available on line.
b) In every office or facility at every location designated by council by by-law under subsection 450 (1) (by-law for implementation) for the purposes of any provision of this Part; and		Nicole Young	2016-12-01		Available on line.
c) At any other location considered appropriate by the city.		Nicole Young	2016-12-01		Available on line.
459 (3) Updating the access guide The city shall prepare and publish an updated access guide					
a) If the information becomes substantially inaccurate, within a reasonable period after that occurs; and		Nicole Young	2016-12-01		Not started

b) At least every three years	Last version was in Municipal Manual in 2013.	Nicole Young	2016-12-01		Not started
IMPLEMENTATION					
460 (1) By-law for implementation The City of Winnipeg shall at all times have in force a by-law respecting the implementation of this Part, and, where necessary, the by-law shall contain a schedule identifying the day after which each service described in the by-law will be provided in both official languages at an office designated in the by-law.		Nicole Young	2016-12-01		In progress
460 (2) Priority Services The city shall, in the by-law referred to in subsection (1), give priority to providing in both official languages fire, police, and ambulance services, library services and leisure and recreational programming to persons in the St. Boniface Ward.		Nicole Young	2016-12-01		In progress
ADMINISTRATION					
