

SECTION 100	SUBJECT French Language Services	CODE: GEN-100-10 PAGE: 1 of 1 DATE: September 28, 2010
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Introduction

Community Living Dryden-Sioux Lookout recognizes the need to ensure all individuals are provided service in one of the two official languages of Canada.

Policy

Community Living Dryden-Sioux Lookout will ensure that all individuals have access to quality French Language Services as requested and/or required.

Regulations Cited

French Language Services Act

Procedure

1. When the receptionist answers the phone, the greeting will include both French and English components.
2. The automated answer message will include a greeting in French that directs French speaking individuals to the appropriate bilingual manager on staff.
3. The voice mail message of the bilingual manager on staff will be recorded in English and French.
4. All individuals requesting French Language Services will be transferred to the bilingual manager on staff that will ensure the appropriate services are translated and provided.

References to Other Policies

TITLE	SUBJECT	NUMBER

Adoption and Review Guidelines

Date of Adoption by the Board: September 28, 2010 **Motion Number:** 2010-09-28-11
Date of Most Recent Board Review: _____ **Motion Number:** _____
Date of Up-Coming Review by Board: _____