



<b>SECTION</b>	<b>SUBJECT</b>	<b>CODE:</b> PS-10
<b>PEOPLE SUPPORTED</b>	<b>French Language Services</b>	<b>PAGE:</b> 1 of 1
		<b>DATE:</b> October 31 <sup>st</sup> , 2025

## Introduction

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

## Policy

Community Living Dryden-Sioux Lookout will ensure that all people supported 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 people supported 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 people supported requesting French Language Services will be transferred to the bilingual Manager on staff that will ensure the appropriate services are translated and provided.
5. If required, services in French will be arranged. Community Accommodations services required will be referred to an French Language Services approved service provider.

## References to Other Policies

SECTION	SUBJECT	NUMBER

## Adoption and Review Guidelines

**Date of Adoption:** September 28<sup>th</sup>, 2010  
**Reviewed by Leadership:** October 31<sup>st</sup>, 2025