



Corporation of the City of Cornwall

Department: Human Resources	Policy Number: HR03-03
Sub-Section: Human Resources Division	Effective Date: 2003-01-13
Council: 2007-11-26	Revision Date: 2008-06-23
Approval:	

Policy Title: Bilingual Services / Languages of Service to the Public

Purpose:

To ensure that the citizens of Cornwall and visitors to our community are able to receive key municipal services in either of the official languages of Canada, with an ongoing resolve to strengthen the ability to provide these services in both languages.

Policy Description:

KEY SERVICES IN BOTH ENGLISH AND FRENCH

1. Key municipal services to the public will be provided in both English and French for purposes of verbal communication by the Corporation of the City of Cornwall (known as the City of Cornwall).

CAPACITY PROVIDED IN BOTH LANGUAGES

2. A capacity will be provided in both languages in departments of the City of Cornwall that are in direct contact with the public for purposes of verbal communication.

PUBLICATIONS

3. Municipal publications intended to inform residents of city programs and services will be issued in both official languages as well as municipal tax/water/sewer bills and election information.

COMMUNICATION IN WRITING

4. A written communication to the City of Cornwall will be answered in the official language of Canada in which it is received.

SIGNAGE

5. Permanent public signs and identification related to municipal services and infrastructure, as well as signs relating to public safety will be in both official languages of Canada.

DESIGNATION OF BILINGUAL POSITIONS

6. As part of an ongoing effort to strengthen the ability to provide municipal services in both official languages of Canada, the following positions are designated so that persons performing the duties of these positions will be capable of communicating in both official languages, to the level identified within the detailed job descriptions of each position listed below.

Administrative Assistant to the Mayor and Chief Administrative Officer

Administrative Assistant - Fire Services

Administrative Assistant - Planning Services

Administrative Assistant - Social Housing Services

Administrative Assistant - Economic Development

Public Information Co-ordinator - Economic Development

Client Service Representatives - Clerk's Department

Taxation Clerk - Taxation Office

Receptionist(s) - Social Support Services

Receptionist - Child Care Services

Municipal Works -

Public Works Analyst

Municipal Works Dispatcher

Duty Sub-Foremen

Clerk - Human Resources

Clerk - Building & Permit / Bylaw

Clerk/Security - Aquatic Centre

Box Office Accounting Clerk - Civic Complex

Clerical Receptionist Services - Glen Stor Dun Lodge

Transit Coordinator

SOCIAL SUPPORT SERVICES AND SOCIAL HOUSING

7. The Departments of Social Support and Social Housing will provide services in both official languages in accordance with the French Languages Services Act of Ontario.

RESPONSIBILITY OF THE MANAGEMENT TEAM

8. Under the direction of City Council, it shall be the responsibility of the CAO and Management Team to ensure that there are procedures in place which shall reflect the intention of this policy and where required, establish an external testing process to ascertain that this policy is being adhered to.

EXISTING PRACTICE AND CURRENT STATUS

9. This policy shall not be construed to affect the use of the English or French language outside of an application of this Policy ; and no employee shall have his or her present position with the Corporation jeopardized as a result of this policy.
10. The Corporation may draw upon the use of freelance translators, to assist in the provision of bilingual services, when necessary.

