

Comité des services sociaux en français

Launch of online resources

Active Offer

The set of measures taken by agencies to ensure that French-language services (FLS) are clearly visible, readily available, easily accessible and publicized, and that the quality of these services is equivalent to that of services offered in English.

Active Offer (cont.)

Services are offered by staff; the onus is ***NOT*** on the member of the public to request services in French.

Who is the comité?

Members representing various social services agencies and government in the Greater Sudbury area

 *came together in March, 2010*

Mandate

Encourage and support the active offer
of French language services
in the social services sector in the area.

What did we do?

- Supported francophone front line workers
- Informed Executive Directors
- Assisted in bridging the gap

Front line workers

☒ ☒ Training opportunities

☒ ☒ *Antidote*

☒ ☒ Provided opportunities to value front line workers' services

☒ ☒ *diners interservices*

Front line workers (cont.)

- Shared experiences and best practices
- Reinforced their sense of belonging to the francophone community
 - *no more lone rangers*

Executive Directors

- Leadership conference (Lise Paiement)
- Panel discussion with successful Executive Directors within the community, to share best practices and challenges
- Networking breakfast with François Boileau, French Language Services Commissioner

Bridging the Gap

- Cultural events for both francophone and anglophone workers
- Exchange of best practices for creating a francophone space within the workplace
- Directory of resources for Executive Directors and front line staff

You'll find this directory at:

www.ressourcesfr.ca

Next Steps

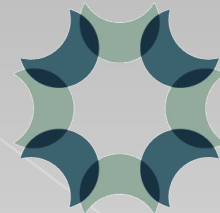
- ▽ Building on the directory of resources
(partnerships)
- ▽ Measuring impact
- ▽ Determining strategic orientations for the
next 3 years

Questions?

How did we do?

In partnership with

Contact North | Contact Nord



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