

**YUKON GOVERNMENT
CERTIFIED FINAL REPORT ON OUTPUTS AND ACTUAL EXPENDITURES FOR
2015-2016**

Objective 1: Provide support services in French to Government of Yukon (YG) departments and agencies			Annual Territorial and Federal Contributions	
			Federal:	\$994,500
			Territorial:	\$696,000
			Total:	\$1,690,500
PLANNED ACTIONS/MEASURES 2015–2016	OUTCOMES 2015–2016	PERFORMANCE INDICATORS 2015–2016	OUTPUTS ATTAINED 2015-2016	
1.1- Coordinate and manage the delivery of French-language services (FLS) in Yukon				
Ensure strategic and operational planning for services in French provided by departments and Crown corporations.	Plans and reports on services in French are produced efficiently and meet accountability requirements.	Number of French language services plans and reports produced by departments and Crown corporations.	Fifteen (15) Operational, twelve (12) Departmental, two (2) Corporations and one (1) Board reports were produced by departments and Crown corporations.	
Consult with the Yukon Francophone community and represent the YG in community initiatives.	There is effective, positive and ongoing communication with Francophone community organizations.	Indicator derived from qualitative press review analysis.	Two (2) positive press reviews in the French newspaper <i>l’Aurore boréale</i> about progress achieved regarding French language services. (May 27, 2015 – <i>Des projets par et pour les artistes</i> , and May 13, 2015 – <i>Coup de main pour les artistes franco-yukonnais</i>).	
		Number of community initiatives in which YG participated.	<p>Positive feedback received from participants following the presentation by FLSD Minister on progress made in the development and implementation of French language services during the <i>Association franco-yukonnaise’s</i> (AFY) Annual General Meeting in September 2015.</p> <p>Held twelve (12) monthly bilateral work and consultation meetings between FLSD and AFY to discuss developments and progress pertaining to the Yukon Strategic Plan for French Language Services. .</p> <p>The Advisory Committee on French Language Services held two (2) meetings (April and December 2015).</p> <p>FLSD worked with the Francophone community to determine which priorities should be covered under the Agreement for Cooperation and Exchange between the Governments of Yukon and the Government of Québec With Respect to the Francophonie.</p>	

			<p>In October, FLSD Minister and the Yukon Minister of Education met with AFY’s representatives to discuss Francophone immigration.</p> <p>In December, FLSD Minister and Yukon Premier met with AFY’s representatives to discuss various French language services related topics.</p> <p>FLSD Minister and officials took part in over eleven (11) community activities: Sugar Shack, Meeting on francophone immigration with representatives from the Canadian Embassy in Paris, Community event in solidarity to victims of terrorist attack on Paris, <i>Secondaire en spectacle</i>, Yukon Francophonie Day, <i>les EssentiElles’</i> AGM, Corn Roast, AFY’s AGM, <i>Onde de Choc</i>, EET Graduation and one <i>café-rencontre</i>.</p>
<p>Support YG departments with respect to policies and guidelines on French-language services.</p>	<p>YG departments have access to FLSD’s Communications/Policy Manager for guidance when developing information materials in French.</p>	<p>Number and types of requests for guidance received from YG departments and provided by FLSD.</p>	<p>Executive Council Office (ECO) main inquiry desk, Tourism and Culture, Environment, Education, Economic Development, Woman’s Directorate, Justice, and Highway and Public Works (HPW) were amongst the departments who sought guidance on different matters related to communications and services in French, e.g.: translation of documents, advertisements, signage, funding requirements, guidance on the Yukon’s <i>Languages Act</i>, language assessments, etc. Twenty-seven (27) requests were received from the above-mentioned departments alone.</p> <p>The Deputy Minister’s Human Resources Committee approved the new Bilingual Staffing Guidelines on November 27, 2015. It was agreed that an interdepartmental committee will be formed to assist with the development and implementation of a bilingual staffing plan. The guidelines were distributed to all departments.</p> <p>Conducted seven (7) French Proficiency Assessments for bilingual positions within the following departments: HPW, Environment, ECO, Education, and the French Language Services Directorate (FLSD).</p> <p>A first draft of a renewed French Language Policy was presented to the francophone community. The proposed renewed policy includes a section about the complaint resolution process pertaining to provision of French language services.</p> <p>In 2015-16, FLSD provided less personalized French web training sessions as the turnover in web staff was almost inexistent. YG will soon use a new content management called Drupal. So for the time being, we won’t be providing Open text orientation or training sessions.</p>

Prepare communication products and materials for various stakeholders (political/YG/Association franco-yukonnaise (AFY)).	Communication products and materials are made available in French to various stakeholders.	Number and types of French products and materials provided to various stakeholders	FLSD published eleven (11) articles in <i>l'Aurore boréale</i> on YG French language services or initiatives supporting the development of the francophone community.
			<p>FLS related communication products, including information in French on general topics, were developed as follows:</p> <ul style="list-style-type: none"> • Nine (9) French Press reviews; and • Three (3) Tributes in the Legislative Assembly.
Support and coordinate French content of YG websites.	YG departments are supported by a French website coordinator who oversees the coordination of translation and the uploading of new and updated information in French on their respective sites.	<p>Number of French websites kept up to date.</p> <p>Number of new French websites. Benchmark: In 2014–2015 FLSD: - maintained 29 sites; and -42 YG websites are bilingual (out of 49).</p>	<p>Twelve (12) out of fourteen (14) or 78.6% of YG Departments' websites and four (4) out of six (6) or 66.7% of Corporations' websites are totally or partially bilingual. The process to translate an additional departmental website to French started in 2015-2016. The Yukon Hospital Corporation website, the new Election website and Board & Committees Section commenced translation in 2015-2016. Energy, Mines, & Resources (EMR) Good Energy website was translated in 2015-2016.</p> <p>In addition, each departmental website may include several updates related to special campaigns or initiatives. Accordingly, in 2015-2016, YG had seventy-four (74) ongoing "Web projects or Boutique sites". These sites may be active for a given time only, and therefore, their numbers vary throughout the year. Thirty-one (31) YG website projects out of seventy-four (74) are bilingual.</p> <p>In 2015-2016, FLSD maintained the French content of eleven (11) of the thirty-one (31) website projects on a daily basis. The French content for the remaining twenty (20) website projects were maintained by the Web Page Owner Department.</p>
		<p>Number of forms available in French.</p>	<p>Three hundred and seventy (370) bilingual or French forms are now available online.</p>
		<p>Number of complaints about outdated/ incomplete French Web pages.</p>	<p>There were no complaints received about outdated or incomplete websites.</p> <p>A major updating process was completed in order to revamp the FLSD intranet around active offer.</p>
Relevant and targeted information in French is available on YG websites in a timely manner.		<p>Number and types of new information posted, such as information about a new bilingual website.</p>	<p>The Yukon Housing Corporation and EMR Good Energy websites are now online. FLSD is working with Executive Council Office (ECO) to ensure that the future government CMS (Drupal) supports French content with track changes.</p>

PLANNED ACTIONS/MEASURES 2015–2016	OUTCOMES 2015–2016	PERFORMANCE INDICATORS 2015–2016	OUTPUTS ATTAINED 2015-2016
1.2- Translation and interpretation services			
Manage the YG translation services, including: in house translators, specialized software, computers and other tools.	YG departments have access to quality and timely translation services for documents and Web site content.	Number and types of translation requests received.	The number of translation requests remained stable at 2,052 in 2015-2016, whereas the number of words increased by approximately 8% to 1,674,153
		Number of documents translated. 2014-2015 – 2,793 documents translated.	2,867 documents were translated in 2015-2016.
			FLSD Translation Services was able to meet the demand in translation with the help of external contractors.
Manage freelance translation contracts to handle increasing volume of translation requests.	YG clients are satisfied with French translation services.	Number and types of software, computers and other tools purchased.	No investments in software, computer or tools were required in 2014-2015. FLSD did not make any software updates during the year.
		Internal (to YG) survey on translation services on client satisfaction (once a year).	Client satisfaction survey was not conducted due to heavy workload in translation unit coupled with higher than usual staff turnover. Survey is expected to be conducted within the framework of the 2017-2020 agreement.
		Benchmark: In 2014–2015 FLSD: <ul style="list-style-type: none"> • received 2,048 translation requests; • for a total of 2,793 documents; and • translated 1.57 M words. 	In 2015-2016, FLSD: <ul style="list-style-type: none"> • received 2,052 translation requests; • for a total of 2,867 documents; and • translated 1.67 M words.
1.3- Provide French Language Training			
French-language training offered at FLSD as a one-stop shop for all French language support services in YG.	Required employees have increased their knowledge of the French language and their ability to speak it.	Number of government employees who took French Language Training.	A total of eighty-five (85) YG employees took French classes in 2015-2016. Of these, five (5) employees took online classes (pilot projects with Boreal College and LRDG - Language Research Development Group).
		Learner feedback through evaluation forms.	The satisfaction rate from the course evaluations was 99% .

Objective 2: Provide French services to the Francophone community			Annual Territorial and Federal Contributions	
			Federal:	\$755,500
			Territorial:	\$122,000
			Total:	\$877,500
PLANNED ACTIONS/MEASURES 2015–2016	OUTCOMES 2015–2016	PERFORMANCE INDICATORS 2015–2016	OUTPUTS ATTAINED 2015-2016	
2.1- Direct French services to Yukoners				
Service points				
Maintain bilingual positions for the provision of frontline services in French at key service points: <ul style="list-style-type: none"> • Motor Vehicles Office, • Whitehorse and Dawson Visitor Information Centres, • Government of Yukon central information service, • Health and Social Services, and • Environment. 	French services are provided at key service points.	Number and types of services provided in French.	<u>FLSD funded all of the following:</u> <ul style="list-style-type: none"> • Salaries in the amount of \$177,846 to facilitate other departments in providing French services to the public; • Dealt with over 3775 inquiries in French. The types of services provided in French included: <ul style="list-style-type: none"> • Motor Vehicle related inquiries and services; • Tourist inquiries and supplying cultural related information; • Yukon government related inquiries; • Health related services; • Environmental related inquiries; and • Confidential health related services. 	
	Social Services (social worker and psychologist) are available in French.	Number of French-speaking clients served.		
Provide legal services in French via two Legislative Counsel employees, a full-time support staff member, a Supreme Court Clerk and a Registry Officer for the Department of Justice.	French-language services are available at court counter and in court.	Number and types of services provided in French.	<u>FLSD funded all of the following:</u> <ul style="list-style-type: none"> • Salaries in the amount of \$426,084 to facilitate the department of Justice in providing French services to the public; • Dealt with over 41 counter inquiries in French. The types of services provided in French included: <ul style="list-style-type: none"> • Civil and criminal inquiries; • Court hearings; • Translation and Notarization; and • Case management. 	
		Benchmark: In 2014–2015: <ul style="list-style-type: none"> • The counter clerk responded to 44 inquiries in French; and • New interpretation services: 4 telephone interpretations. 		

PLANNED ACTIONS/MEASURES 2015–2016	OUTCOMES 2015–2016	PERFORMANCE INDICATORS 2015–2016	OUTPUTS ATTAINED 2015-2016
<p>Translate legislation into French (not translated by the French Language Services Directorate).</p>	<p>Acts, Regulations, Ministerial Orders and Orders-In-Council are translated in French. Rules of the Court are available in both official languages.</p>	<p>Number of new or updated legislative documents, such as Acts, Regulations, Bills, Orders-In-Council and Ministerial Orders translated and made available in French.</p> <p>Benchmark: In 2014–2015 YG translated and published:</p> <ul style="list-style-type: none"> • 16 Bills; • 242 Regulations and Orders-in-Council; • 24 Ministerial Orders; • 20 legal opinions; and • 3 Orders of WCB. 	<p>Legislation and related services Under the Yukon’s <i>Languages Act</i>, all Yukon Acts and Regulations are produced in French and English and have equal weight in both languages.</p> <p>In 2015-2016, the department had two bilingual legislative counsels who, with the help of a bilingual secretary, drafted and translated 299 documents (including Bills, Regulations and Orders-In-Council, Ministerial Orders, Order of the Yukon Workers’ Compensation Health and Safety Board and legal opinions). They also performed 515 other miscellaneous tasks (responding to inquiries in French about legislation, translating court forms or rules into French, providing expert assistance to legal colleagues on constitutional and language issues before courts, etc.).</p>
<p>Design, publish and advertise in French the priority public documents related to laws.</p>	<p>Public legal documents, forms and brochures are available in French.</p>	<p>Number of new or updated documents such as forms, brochures, posters and revised regulations, produced and made available in French.</p>	<p>An outside contractor also proofread ITA and CPA, translated the new “<i>Chartered Professional Accountant Act</i>” and the “<i>Land Titles Act</i>”.</p> <p>She also reviewed and consolidated 5 other statutes/acts and updated and reviewed about 11 court forms.</p> <ul style="list-style-type: none"> • Advertisement for new Notaries Regulation; • Coroner Services brochure; and • “Make a Will” advertisement in French.
<p>2.2- Communications and publications</p>			
<p>Promote available French-language services and publish an FLSD news column in the French newspaper, <i>l’Aurore boréale</i> and other notices.</p>	<p>FLSD news column is published once a month in <i>l’Aurore boréale</i> newspaper.</p>	<p>Number of columns published.</p>	<p>FLSD produced 11 articles in <i>l’Aurore boréale</i> on YG French language services or initiatives supporting the development of the francophone community.</p>

<p>PLANNED ACTIONS/MEASURES 2015–2016</p>	<p>OUTCOMES 2015–2016</p>	<p>PERFORMANCE INDICATORS 2015–2016</p>	<p>OUTPUTS ATTAINED 2015-2016</p>
<p>Produce advertising and print materials in French to inform the Francophone community about public safety, health, education and other topics of interest.</p>	<p>Through a variety of channels, the Yukon Francophone community is kept abreast of the programs and services provided by the YG and have access to quality print materials.</p>	<p>Number and types of notices (advertising, print material, etc.) and other documents made available in French such as forms, brochures, posters.</p> <p>Benchmarks: In 2014–2015, YG placed approximately:</p> <ul style="list-style-type: none"> • 387 French Ads in assorted media; • 569 Publications provided in French; and • 329 News Releases in French. 	<p>In 2015-2016, YG placed approximately:</p> <ul style="list-style-type: none"> • 212 French Ads in assorted media (mainly French newspaper); • 712 Publications provided in French; and • 407 News Releases in French. <p>Examples of notices and other documents made available in French included (list is not comprehensive):</p> <p><u>Community Services</u> – Home Owners Grant, Whistlebend wood salvage, <i>Residential and Tenant Act</i> information sessions, and Minimum Wage Increase ad;</p> <p><u>Education</u> – vertical stand-up banners, design of web feature buttons in French, online forms in French including public school and information forms, and Ongoing updates for the Education website.</p> <p><u>Energy, Mines and Resources</u> – Energy assessment program ads, solar workshop ad, refrigerator retirement ads, Oil and Gas publications, and Yukon Forest Regulation discussion paper.</p> <p><u>Environment</u> – Hunting, Trapping, and Fishing Regulations Summaries, Climate Change Action Plan progress report, Angler’s Fishing Guide to Stocked Lakes, Kusawa Territorial Park Meetings; Hunter check stops; permit hunt applications; Hunter education course on-line; Applications for Climate Change Youth Ambassador; Yukon rideshare program.</p> <p><u>Executive Council Office (ECO)</u> – Vacancies on Boards and Committees, Commissioner’s Awards, New Year’s Levee, Youth Showcase, Call for Spring Nominations, Celebration of Music, Youth Investment Fund, Proclamation of the Yukon Legislative Assembly, Water License applications, volunteer service awards, and recruitment advertisement.</p> <p><u>Health & Social Services</u> – Bill of Rights for Continuing Care Residents, Protection of Vulnerable Adults, Mental Wellness, Travel for Medical Treatment information, Pioneer utility grant information, information for Seniors, Hypertension, Influenza, Sexual Health, Vitamin D information, Child and Kindergartener care information, and Nutrition information.</p>

			<p><u>Highways and Public Works</u> – ATIPP Logo, Distracted Driver Campaign & various safe driving campaigns (Poster, ads, online, window clings), Forms including 90 day suspension and Order of Release, Driving Handbook, and Translation of tests including class 6 & 7 Electronic test and Airbrake test.</p> <p><u>Tourism and Culture</u> – Arts Funding Yukon, Permanent Art Collection announcements, Craft year proclamation, Art Adventures on Yukon, Time Conrad Historic Site, Open House ad Heritage Day ad, Historic Sites ad, Ice Age Old Crow booklet, Art Adventures studio guide, Created in the Yukon products, Guidelines and promotional material for the Yukon permanent Art Collection, Walking Tour guides, Taylor House Brochure, Energy Efficiency for Older Buildings pamphlet, and Repairing and caring for Old Windows pamphlet.</p> <p><u>Yukon Housing Corporation</u> –Radon Awareness Month (November), Seriously Simple Carbon Monoxide website, Housing Action Plan Brochure, Home ownership Preparedness and Education Program advertising, Construction signage for two major projects (Whitehorse and Mayo), and Front Street Seniors Residence dedication sign.</p> <p><u>Yukon Energy Corporation</u> – “Electricity 101” newspaper ads, scholarship ad, safety features built into the Whitehorse LNG site news releases, and Yukon Facilities and Yukon Fish Ladder brochures and children’s safety booklet.</p> <p><u>Women’s directorate</u> – International Women’s Day, Women’s History Month, Funding Applications Announcement, 12 Days to End Violence Against Women, National Day of Mourning and Action on Violence Against Women, Sexual Assault Prevention Month, and Family Violence Resource Directory.</p> <p><u>Worker’s Compensation Board</u> – A business analysis of forms process was conducted in 2015 and the results determined that there is a requirement to create public forms in French.</p>
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<p>Provide French printing services: Acts, Regulations and The Gazette in French.</p>	<p>The Francophone community has access to French Acts and Regulations and the Gazette in French.</p>	<p>Number of statutes and regulations available in French and printed in The Yukon Gazette by the Queen’s Printer.</p>	<p><u>Queen’s Printer</u> (Highways and Public Works) In 2015-2016, Queen’s Printer published all legislative documents in English and French, i.e.:</p> <ul style="list-style-type: none"> • Statutes of Yukon 2015 Volume I & Volume II (annual volume); • Regulations of Yukon (update 78 to 81); and • Yukon Gazette.
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SPECIAL PROJECT: ACTIVE OFFER OF FRENCH-LANGUAGE SERVICES IN THE YUKON <i>Establish active offer of FLS as a “modus operandi” in YG.</i> <i>French speaking Yukoners receive increased quantity and quality of French-language services offered by YG.</i>			Annual Territorial and Federal Contributions	
			Federal:	\$150,000
			Territorial:	0
			Total:	\$150,000
PLANNED ACTIONS/MEASURES 2015–2016	OUTCOMES 2015–2016	PERFORMANCE INDICATORS 2015–2016	OUTPUTS ATTAINED 2015-2016	
Complete active offer process, tools and guidelines.	Active offer toolkit is completed, including training material, signage, linguistic support tools, and training & reference video.	Number of tools and materials developed to improve active offer.	First tools including an educational video on active offer were produced. YG employees are the targeted audience for the video.	
	FLSD’s intranet site is revamped and contains active offer materials and other support tools, as well as information to assist departments in the implementation of FLS and active offer.	New FLSD’s intranet in place.	New FLSD Intranet active offer orientation is online.	
Initiate the implementation of the active offer across the YG and provide linguistic tools to support English-speaking front line staff of the YG in actively offering FLS.	English-speaking frontline employees are comfortable to actively offer FLS.	Number of workshops, training sessions on French Language training to English speaking front line staff.	Three (3) workshops have been provided to a total of thirty (30) employees.	
	New signage in place at points of service.	Number and % of service sites within YG in Whitehorse having Active Offer Signage in place.	Percentage of service sites within YG in Whitehorse using Active Offer Signage has reached forty (40%) percent at the end of the 2015-16 fiscal year.	
	Yukoners have an increased access to FLS.			

<p>Establish a Memorandum of Understanding (MOU) with the Whitehorse General Hospital.</p> <p>Focus for 2015-16 is the development of a 3-year plan to improve access to information and services in French, namely through the Yukon Hospitals Corporation website translation, and a capacity analysis with respect to the provision of FLS.</p>	<ul style="list-style-type: none"> • MOU signed. • Analysis of existing bilingual capacities within the Whitehorse General Hospital, including signage, forms, documentation and staff, and the development of a 3-year plan aimed at improving FLS, is complete. • Increased information available in French online. 	<p>MOU in place and 3-year plan developed.</p> <p>Hospital website is bilingual.</p>	<p>A Memorandum of Understanding (MOU) has been signed with the Yukon Hospitals Corporation.</p> <p>The development of the 3-year plan has started and will be completed in 2016-2017.</p> <p>The new WGH website has been translated. The online launch has started and will be completed in the 2016-2017 fiscal year.</p>
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