



GREATER SUDBURY POLICE SERVICE BOARD POLICY

SUBJECT: FRENCH LANGUAGE SERVICES	NUMBER: PSB006
ORIGINATING DATE: November 7, 2007	REVISED DATE: February 14, 2011 December 17, 2025
REPORTING REQUIREMENTS: None	

1.0 **GENERAL**

- 1.1 The Greater Sudbury Police Service Board recognizes the multilingual character of the Greater Sudbury community and while it agrees that the language of business within the community is English, it recognizes the desirability of the Police Service to provide services in both official languages.
- 1.2 This policy establishes basic principles for the delivery of policing services in both official languages in the City of Greater Sudbury.

2.0 **DEFINITION**

For the purpose of this policy, official language shall mean English or French.

3.0 **OPERATIONAL GUIDELINES**

3.1 **ORAL COMMUNICATIONS**

a. **Main Switchboard:**

- i. Switchboard calls are answered by Access to Information Clerks. Greetings and call handling shall be such that they indicate to the public that service is available in either official language;
- ii. If a member is unable to provide service in the official language of choice of the citizen, every effort shall be made to locate a member that can; and

- iii. Recorded telephone messages on the Service's main switchboard accessed by the general public shall be in both official languages;
- b. **9-1-1 Emergency Communications Centre:** Every effort shall be made to ensure that each working group of the 9-1-1 Emergency Communications Centre is staffed in order to have the ability to provide services in both official languages. Where required, transfers will be effected to maintain an adequate level of service;
- c. **Access to Information (Front Counter):** Where possible, this area shall be staffed with personnel who possess the ability to verbally communicate with members of the public in the official language of the citizen's choice. If a member is unable to provide service in the official language of choice of the citizen, every effort shall be made to locate a member that can;
- d. **Voice Mail:** Members who can speak French shall be encouraged to record a bilingual message on their voice mail;
- e. **Public Events/Ceremonies:** Where possible, greetings at official public events of the Greater Sudbury Police Service shall be conducted in both official languages; and
- f. **Public Meetings:**
 - i. Public meetings convened by the Greater Sudbury Police Service Board shall be conducted in English. However, this does not preclude any citizen from addressing the Board in French if they wish to do so; and
 - ii. Agendas and minutes of public meetings shall be produced in English only.

3.2 WRITTEN COMMUNICATIONS

- a. **Internal Communications:** English shall be the language of use for all internal correspondence (to staff and the Board) via letter, newsletter, e-mail, or other form (print or electronic);
- b. **Official Documents:**
 - i. Technical and legal documents, including by-laws, official plans, information reports, tenders, agreements, policies, procedures, etc., shall be produced in English only; and
 - ii. Upon a special request by a member of the Police Service Board to the Chief of Police, translation of documents produced in English only in accordance with this policy will be considered;
- c. **Correspondence:** Responses to correspondence from the public shall be in the official language in which it was received, including correspondence by email;
- d. **Advertising and Promotion:**
 - i. Advertising for Service events, schedules, activities, meetings, notices, etc. shall be published in English for the English-language media and, where requested, in French for the French-language media; and
 - ii. Publications that are available in both official languages will include a notice that "This document is also available in English" or "Ce

document est également disponible en français”. Where possible, a bilingual format will be used;

e. **Forms:**

- i. Generally, all business forms intended for the public that will require a written response from the Police Service shall be available in English only;
- ii. Forms that are intended for a purpose that would characterize the form as a legal document shall be available in English only; and
- iii. Forms that are intended to provide information to the public shall be available in English and in French and where possible, in a bilingual format;

f. **Website:** The Service’s official website shall be in English only. Where applicable, documents produced in French in accordance with this policy shall be posted on the website in both official languages;

g. **Media Relations:**

- i. All media releases shall be issued in English and where requested be translated to French for French language media; and
- ii. Media conferences shall be conducted in English. Where possible, a French language member shall be present to assist the French language media;

h. **Signage and Other Service Identification:**

- i. Signage intended for public viewing shall be in both official languages;
- ii. Letterhead and business cards intended for public use shall be in both official languages; and
- iii. Plaques, awards, and certificates shall be in the language of choice of the recipient;

i. **Translation:**

- i. The Service shall only use qualified translators as recommended by the City of Greater Sudbury;
- ii. A file containing terminology for division/unit/section names, position titles, etc. within the Police Service shall be maintained in order to ensure consistency and accuracy of use; and
- iii. The French Language Services Coordinator/Translator of the City of Greater Sudbury shall be consulted on issues related to bilingualism and translation where required.

3.3 BUDGETARY CONSIDERATIONS

- a. **Translation:** In order to meet the operational guidelines of this policy, the Chief of Police shall ensure sufficient funds are allocated in the Service’s Budget for translation services; and
- b. **Design/Printing/Production Costs:** Sufficient funds will also be allocated in the Budget to allow for the design/printing of material and the production of signage, etc., in both official languages.

3.4 HUMAN RESOURCES

- a. The Greater Sudbury Police Service shall adopt and implement human resources practices in accordance with this policy;
- b. The most suitable and best qualified candidates shall be selected to fill positions in the Greater Sudbury Police Service;
- c. The present rights and privileges of unilingual members shall be maintained;
- d. Recruitment advertisements shall be published in English, with French translations made available on request;
- e. Recruitment of applicants to the Police Service shall emphasize the desirability of hiring bilingual persons by indicating this qualification to be recognized as an asset;
- f. In order to improve the ability of the members to converse in both official languages, the Police Service Board encourages members to take language courses at the expense of the Board;
- g. When contemplating platoon re-alignment transfers, consideration shall be given in the placement of French-speaking officers in order to maintain an adequate level of service on each platoon in order to provide a high level of personal, one-on-one service in both official languages; and
- h. The Service shall maintain a current list of all members who speak French which also specifies their level of proficiency.

3.5 SUPPORT TOOLS

- a. Members serving French-speaking residents shall have access to appropriate support tools. (e.g., bilingual word-processing capabilities); and
- b. Members of the Service shall have access to qualified interpreters to assist the public in both the English and French languages in 9-1-1 emergency situations and where required, during a police investigation. This service shall be accessed through Language Line Services or Voyce Global in accordance with the Agreements between the Board and Language Line Services and Voyce Global or any other such agreement that may be entered into from time to time.

3.6 CUSTOMER SERVICE TRAINING

- a. Customer service training shall include information explaining the French Language Service Policy; and
- b. All new members shall be provided with an orientation to the French Language Service Policy.

4.0 IMPLEMENTATION

4.1 The Chief of Police shall:

- a. Ensure compliance of all members of the Service with this policy;
- b. Establish procedures and processes that are consistent with this policy; and
- c. Ensure sufficient funds are allocated in the Service's Budget consistent with this policy.