

French Language Services Plan

Consistent with its statutory obligations and requirements outlined in its Operating Agreement with the Minister of the Environment and Climate Change, the Authority is committed to ensuring its services, communications and responses to public inquiries are available in French on the following basis:

Service	Level of Service in French
Corporate Reports	The Authority will proactively make its key public accountability reports – Annual Report and Business Plan – available in French.
Corporate Policies	The Authority will proactively make its core corporate policy documents available in French including but not limited to: French Language Services Plan, Access and Privacy Code, General By-Law and Code of Conduct By-Law, Compliance and Enforcement Framework and related policies, guidelines and codes.
Other Reports and Publications	Other reports and or publications produced by the Authority will be made available in French on request within a reasonable timeframe.
Website	<p>The Authority will ensure a prominent notice in French is visible on its website advising that services are available in French and how to access those services.</p> <p>The Authority will make its web-based communications available in French on request within a reasonable timeframe.</p>
Compliance & Enforcement and Registry Support	The Authority will provide inspection and investigation services in French on request within a reasonable timeframe.
Public Inquiries	The Authority will respond to public inquiries – both written and verbal - in French on request within a reasonable timeframe.

Administration of the French Language Services Plan

The Authority will annually assess demand for French Language Services and revise its French Language Services Plan commensurate with demand.

The Authority will review any complaints made about the quality and timeliness of services it provides in French and will take appropriate action, including amending this Plan, as necessary.

Additionally, the Authority will also report on the provision of services in French in its Annual Report and the means used to provide French language services in its Business Plan, as required by the Operating Agreement.