



7 West Tower, City Hall
100 Queen St. West
Toronto, ON
Canada M5H 2N2

Corporate Services
M. Joan Anderton, Commissioner

Valerie Chavossy, Director
Corporate Communications

Tel: (416) 397 4149
Fax: (416) 392 1446
Email:
vchavoss@city.toronto.on.ca

Multilingual Services Policy

Attached please find a copy of the approved Multilingual Services Policy, as approved by Toronto Council on February 15, 2002.

The Administration Committee, at its meeting on January 17, 2002, added the following:

- 1) *that the addition of French translations on all documents not exceed \$10,000 per year; and*
- 2) *that the Commissioner of Corporate Services monitor the policy and report back to the Administration Committee prior to the end of the year on any additional strategies that need to be considered to ensure that the policy is effective; and*
- 3) *that the Commissioner of Corporate Services continue to work with the French community, multicultural committees, ethnic media (including local media) in the City to address the concerns raised with respect to lack of advertising in the ethnic and French media and report thereon to the Ethnic and Race Relations Committee.*

The Policy and Finance Committee, at its meeting on February 18, 2002 added the following clause:
The Commissioner of Corporate Services, in consultation with the Director of Corporate Communications, report to the Administration Committee in the summer of 2002 on results of assessing the City's need for translation and interpretation services for its residents as well as a mechanism to monitor the City's ability and success in delivering the approved multi-lingual policy.

City Council, at its meeting of March 4-5-6-7-8, 2002, added the following clause:

It is further recommended that the Commissioner of Corporate Services be requested to submit a report to the Administration Committee on how Members of Council and community groups can access various language services in the City of Toronto.

As part of the 2002 Budget review process, Council approved the following recommendation from the Budget Advisory Committee:

The Budget Advisory Committee recommends the adoption of the 2002 EMT Recommended Operating Budget for Corporate Communications, as recommended by Administration Committee, subject to \$15,000 being added back to pay for contracted translation services for the languages to be discontinued.

For enquiries, please contact Patricia MacDonell, Manager, Public Information at 416-392-8591.