



**OTTAWA POLICE SERVICE
SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community
La sécurité de notre communauté, un travail d'équipe*

**Vous avez
votre place ici**



**Our community,
our inspiration**

Official Language Policy

Policy Section: Communication and Information Management

Policy No: 2.06

Policy Approved: February 5, 2007

Policy Description:

This policy deals with the official language of the Ottawa Police Service and French Language Services provided in its operation and service to members of the community.

RELATED POLICIES/ REFERENCES

Related Policies

References

GENERAL

PROCEDURES

- A. Member**
- B. Media Relations**
- C. Corporate Communications**
- D. Human Resources**
- E. Professional Development Centre**
- F. Chief of Police**

Related Policies/ References

Related Policies

References

- Ontario French Languages Services Act
- City of Ottawa Act
- Municipal Act
- City of Ottawa Bilingualism Policy
- Duty Book Policy
- Media Relations Policy

General

1. The Ottawa Police Service will ensure the provision of its services in English and French and maintain a workplace that is respectful and supportive of individuals and their language of choice.
2. The working language of the operations of the Police Service shall be English.
3. All internal records and information shall be submitted and maintained in the English language with exceptions noted in A3.
4. Members of the Police Service shall speak to members of the public in English or French, depending on the language of the public's choice. If the member is unable to respond in French, he/she will find a bilingual colleague, in a timely manner, who will deal with the issue at hand.
5. There will be a clearly visible sign in the reception areas of each police facility indicating that services are available in English and French. Sections will establish the necessary procedures to ensure a bilingual service in the OPS Information Desk Areas, 9-1-1 Operations, Communications, Call Center, and within the Switchboard Unit are available at all times.
6. The Service's automated telephone system (and those of its sections) will offer the choice of English or French and then proceed with the message.
7. Members who speak both English and French are encouraged to answer the telephone with a greeting to the public indicating that service is available in both languages.
8. All recorded greetings for the public in general use by the Police Service shall be bilingual.
9. All bilingual members are encouraged to record their voice mail greetings in a bilingual format.
10. All external, general interest printed publications prepared by the Police Service shall be available in English and French.
11. Content posted to the Ottawa Police Web site (ottawapolice.ca) will be posted in English and French, and whenever possible, simultaneously. In the spirit of releasing timely operational information to the public, content may be posted in English only. Some content may only be posted in its language of origin (i.e. speeches, Weekly Crime Statistics). All extranets are member-only Web sites used to enhance communication with community and police committee participants. The sites contain working materials in the language of origin.
12. All media releases shall be made available in English and French in a timely manner.
13. Police Service forms, produced by OPS, for use by the public shall be available in English and French.
14. Responses to all written external communications (including e-mail) shall be in the language in which the original communication was received.
15. The Police Service will pro-actively provide training to members to enable them to achieve a working knowledge of both languages.

16. While the working language of the Police Service is English, nothing in this policy and procedure shall be construed to prohibit members from communicating among themselves in a language other than English.
17. The Police Service is committed to ensuring that all members have equal opportunities to obtain employment and advancement within the Police Service and that the composition of the workforce reflects equitably the presence of both languages at all levels of **responsibilities and in all fields of activity**.

Procedures

A. Member

1. When approached by a member of the public speaking English or French, respond in that language if possible.
2. If unable to respond to the person in the language of approach, find another member who can provide the service in the language chosen by the member of the public in a timely manner.
3. Prepare and maintain all internal written material in English, with the exception of e-mail.
4. Correspondence addressed to members of the public must be prepared in the official language of choice of the recipient or of the target group. If the preference is not known, the recipient will be asked in which language he/she wishes to receive the correspondence.
5. Ensure that presentations prepared by the Police Service and targeted to the general public are available when appropriate in English and French.
6. Members are encouraged when answering the telephone, to answer in a manner that indicates that service is available in English and French if appropriate.
7. Members are encouraged to record the greeting for voice mailboxes in such a manner to indicate that service is available in both English and French if the member speaks both languages.

B. Media Relations

1. Ensure that all media releases issued by the Police Service are available in both languages in a timely manner.
2. Ensure that a member capable of answering questions in both official languages is present at all major events hosted by the Police Service to which the media is invited or may be reasonably expected to attend.

C. Corporate Communications

1. Ensure that all signage used by the Police Service appears in both English and French.
2. Ensure that all forms produced by OPS for use by the general public are available in English and French.
3. Ensure that all forms produced by the OPS for the use by the general public have a clearly marked section reserved for the express purpose of stating whether correspondence should be sent in English or French.

4. Ensure that all Police Service printed publications designated for distribution to the general public are available in English and French.
5. Ensure that content posted to the Ottawa Police Web site (ottawapolice.ca) is posted in English and French and, whenever possible, simultaneously.
6. Ensure that presentations prepared by the Police Service and targeted to the general public are available **when appropriate** in English and French.
7. Presentations and speeches will generally available only in the language in which it was delivered.

D. Human Resources

1. The Police Service undertakes to develop criteria and a process for the delivery of bilingual services in accordance with the direction of the Police Services Board.
2. The Police Service undertakes to pro-actively recruit new employees who are capable of speaking both English and French.
3. The Police Service undertakes to pro-actively recruit volunteers who are capable of speaking both English and French.

E. Professional Development Center

1. The Police Service will **ensure** training programs **are available** to encourage members to develop the ability to communicate in both English and French.

F. Chief of Police

1. The Chief of Police shall ensure the delivery of services in English and French in accordance with the present and future needs of the community and the way in which service delivery evolves.

Note: Other Languages

It is understood that this policy concerns the use of English and French. The Police Service recognizes that it must also adapt to the needs of the other linguistic and cultural groups that make up the Ottawa community. **Development of a Language Policy is anticipated, and all required hyperlinks to this policy will be applied at the time of its development.**