

2025–28 Strategic framework for French-language services

Priorities	Enhance Yukoners' access to bilingual services	Promote services availability	Embed bilingual capacity across government	Support a thriving Francophone community
Outcomes	Flexible service delivery approaches support the continuity of service in priority areas, such as health, justice, and emergency services, as well as at high-traffic points of service.	Yukoners know about government services and programs available in French and trust they will be available when needed.	Evidence-based language policy management guides the planning and delivery of sustainable bilingual services across government.	The Francophone perspective is considered when developing major initiatives, strategies and policies.
Strategies	<p>Increase the number of designated bilingual positions where it matters most to the public</p> <p>Continue to improve our bilingual emergency responsiveness</p> <p>Increase the availability of bilingual online products (e.g., e-services and e-forms)</p> <p>Harness technology to facilitate French-language service delivery (e.g., videoconferencing to connect clients with French-speaking practitioners)</p>	<p>Grow the government's bilingual web and social media presence</p> <p>Promote government programs and services readily available in French</p> <p>Enhance the capacity of non-French-speaking employees to promptly connect people with French-language services, ensuring inclusive and comparable access</p>	<p>Empower bilingual employees by modernizing training and improving understanding of the <i>Languages Act</i></p> <p>Strengthen policy, governance and administrative processes surrounding French-language services and communications</p> <p>Increase the French Language Services Directorate's capacity to support departments in planning and delivering services and information in French</p>	<p>Proactively engage with the Yukon Francophone community and stakeholders</p> <p>Implement and promote a complaint resolution mechanism</p> <p>Support a visible and meaningful Francophone presence at official events and ceremonies</p> <p>Adopt solutions to meet government-wide translation needs and explore ways to expand support to funded non-profit organizations</p>

Vision

Yukoners have access to timely bilingual services and information in priority areas.

Foundations

Yukon *Languages Act*

The Yukon has one of the most compelling language regimes in Canada. We have been partnering with the federal government to deliver French-language services in the territory since the *Languages Act* was enacted in 1988.

Yukon Francophone community's priorities

We engaged with Yukoners and stakeholders to inform this strategic framework, recognizing their essential role in helping us align our shared priorities and advancing bilingual service delivery.

Public service engagement

Government employees are at the heart of our French-language service delivery model. By investing in their success, we create a culture where bilingual services are delivered with confidence and consistency.