

# 2023–2025 Strategic framework for French-language services

PRIORITIES

GOALS

STRATEGIES

## Leveraging technology

We support our employees to overcome language barriers through technology.

**Build on** videoconferencing technology to connect clients with French-speaking practitioners.

**Expand** video interpretation to connect Yukon professionals with certified interpreters.

## Keeping people safe

We increase access to timely emergency, primary care and legal services in French.

**Strengthen** our health infrastructure capacity to deliver timely primary care services in French.

**Streamline** our processes to increase our bilingual emergency responsiveness.

**Increase** access to French-language legal services surrounding the court system, such as legal aid, victim services and family law support.

## Recruiting and supporting bilingual employees

We strive to hire and empower bilingual employees who are experts in their field.

**Develop** and implement a corporate strategy to attract and recruit bilingual professionals.

**Roll out** an onboarding program for employees in designated bilingual positions.

**Develop** the French-language skills of our public service through a refocused French-language training program.

**Explore** the possibility of offering linguistic support in English to bilingual employees.

## Supporting a thriving Francophone community

We partner with the Francophone community to foster its vitality for generations to come.

**Consider** the Francophone perspective to develop our major initiatives and strategies, such as Aging in Place, Putting People First and Our Clean Future.

**Explore** ways to support non-profit organizations funded by our government in expanding their offer of essential services in French.

**Promote** the availability of government programs and services in French.

VISION

FOUNDATIONS

Yukoners have access to bilingual services and information.

### Yukon Languages Act

We have one of the most compelling language regimes in Canada and we partner with the federal government to deliver on our commitment to increase access to French-language services.

### Yukon Francophone community's priorities

We engaged with the Francophone community and stakeholders to inform this strategic framework, recognizing that they play an essential role in bridging their priorities with ours.

### Public service engagement

Government employees are at the heart of our French-language service delivery model, and they need to feel supported and empowered for us to succeed.