

CRPO French Language Services Policy

Relevant Legislation

The *Health Professions Procedural Code*, section 86, indicates:

Right to Use French

86 (1) A person has the right to use French in all dealings with the College. 1991, c. 18, Sched. 2, s. 86 (1).

Language preferences

(1.1) The College shall identify and record the language preference of each College member and identify the language preference of each member of the public who has dealings with the College. 2007, c. 10, Sched. M, s. 68.

Council to ensure right

(2) The Council shall take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College. 1991, c. 18, Sched. 2, s. 86 (2).

Definition

(3) In this section,

“dealings” means any service or procedure available to the public or to members and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 1991, c. 18, Sched. 2, s. 86 (3).

Context

CRPO has the statutory obligation to provide French language services to individuals who request to use the French language in their dealings with the College. The *Code* dictates that the level of French language services offered be reasonable. This policy outlines the practices CRPO engages in to fulfil our obligation and meet the needs of French-speaking members.

Policy

CRPO undertakes the following in order to facilitate the effective interaction and engagement of French speaking individuals with the College:

1. Facilitated Support

The College hires at a minimum one French speaking person who will generally be available to respond to queries in French via telephone, email and/or in person.

2. Practice Assessment

The College assigns French speaking assessors upon request.

3. Telephone system

The automated voicemail message that plays when the CRPO main telephone line is called is in both English and French.

4. Documents

Where an individual is required to rely on English language web services (e.g. CRPO account, QA portal, forms made available by CRPO) in order to demonstrate completion of one of more requirements, the College provides resources to assist members in meeting their obligations. Such resources may include French versions of web-service in an alternate format, support from French-speaking staff, and other reasonable options at the disposal of the College.

5. Document Translation

CRPO makes available all official documents pertaining to psychotherapists' practice, rights, obligations, and legal requirements in French. The monthly newsletter, the Communiqué, is published in both English and French. The College also translates other documents by request based on needs and resource availability.

6. Evaluation

CRPO evaluates, no less than every other year, the use and effectiveness of French language services.

7. Registration

CRPO commits to having all components of the registration process, including making the Jurisprudence module and manual, and the membership application form available in French. The Canadian Professional Standard for Counselling and Psychotherapy (CPSCP): Entry to Practice Competency Assessment and preparation materials are available to all users in French.