

RTOERO French-language service standards policy and guidelines

Statement of policy

RTOERO is a bilingual national organization and is committed to providing core services in both official languages to meet the needs of all members and other stakeholders.

Members receive communication from RTOERO in the official language of their choice and are encouraged to communicate with the organization in their preferred language.

Guiding principles and practices

Member preferred language

- Members indicate their preferred language of communication when they join RTOERO. They may change their preferred language by contacting the Membership department.

Written communication

- RTOERO publications are provided in both English and French.
- Eblasts from RTOERO to members and stakeholders are bilingual.

Oral communication

- Calls from members and stakeholders are answered in the language of the caller's choice.

Correspondence

- Correspondence from members and stakeholders is answered in the language of the original request.
- Forms and publications included with correspondence are provided in the appropriate language.

Website

- All website material is created in both English and French.
- Website updates are made simultaneously in both languages.

Advertising, marketing and outreach

- Advertising materials are produced in both languages.
- Marketing and outreach activities, such as retirement planning workshops and conference outreach, are offered in both languages.

Media relations

- All news releases are prepared and released in both English and French at the same time.
- Spokespeople are provided in English or French, as requested by the media.

Social media

- When possible, social posts are provided in both English and French.

Meetings and events

- For in-person and virtual meetings with members from across all districts (annual meeting, forum, webinars), meeting materials (agendas, handouts, presentations) are provided in both languages.
- Welcome remarks include portions in both languages.
- Meetings begin with French active offer. Members are invited to speak and participate in their preferred language.
- Webinar attendees (RTOERO members and the public) are encouraged to ask questions in their preferred language. Questions are answered in the language in which they are asked when possible.

Board of directors and committees

- It is a priority to encourage French-language candidates for election to the board of directors.
- It is a priority to provide French-language representation when making appointments to advisory committees.
- Board highlights and committee topics for sharing are provided in both languages.

Volunteer resources

- Volunteer resources are provided in both languages.
- Volunteer training and support are provided in both languages when possible.

Bilingual staff positions

- Staff roles will be designated bilingual as required.
- Priority is given to ensuring that each department has bilingual staff.

Bilingual districts

- Districts are designated as bilingual when 15% or more of members have selected French as their preferred language of communication. Districts with less than 15% of members who have selected French as their preferred language may request to be designated as bilingual.
- Services provided by bilingual districts may include the following:
 - Bilingual newsletters
 - Bilingual website (mirror content in English and French)
 - Bilingual eblasts
 - French language representation on the district executive

- Active offer at district events
- Through the district bilingual grant, districts have access to additional resources to support translation and the provision of other French-language services.
- Districts may be designated as French-language if serving an exclusively francophone membership. The language of service to members for these districts is French. RTOERO will provide service to these districts in French when possible, but some services (for example, meetings with board liaison, one-to-one meetings with staff) may be provided in English with appropriate active offer.

Approved by RTOERO board of directors: March 8, 2023