



Information Sheet: Monitoring and Assessment Diagnostic Grid

"Making your Organization Bilingual"	Monitoring and assessment at time of statement Date:	Assessment of progress Date:
Support obtained from:		
• Members of language minority communities	<input type="checkbox"/>	<input type="checkbox"/>
• Executives/managers	<input type="checkbox"/>	<input type="checkbox"/>
• Employees/unions	<input type="checkbox"/>	<input type="checkbox"/>
Member services:		
• Telephone answered in both languages	<input type="checkbox"/>	<input type="checkbox"/>
• Bilingual automated telephone messages	<input type="checkbox"/>	<input type="checkbox"/>
• Visitors greeted in both languages	<input type="checkbox"/>	<input type="checkbox"/>
• Correspondence in recipient's language of choice	<input type="checkbox"/>	<input type="checkbox"/>
Organization:		
• Official statement of bilingual status	<input type="checkbox"/>	<input type="checkbox"/>
• Measures and guidelines adopted in both official languages	<input type="checkbox"/>	<input type="checkbox"/>
• Bilingualism promoted within the organization	<input type="checkbox"/>	<input type="checkbox"/>
• Positions designated bilingual as appropriate	<input type="checkbox"/>	<input type="checkbox"/>



Documents available in French and English:

- Publications and brochures
- Newsletters
- Press releases
- Documents posted on the Web
- Annual reports

Language training available to employees:

On the job and at other work-related activities:

- Clear indication in reception area that English and French are used (magazines, newspapers, brochures, documents, etc.)
- Bilingual signage in plain view
- Bilingual employees identified by badges (particularly at events and conferences)