



Specific Directive on the Use of Another Language than French

Preface

The Municipality of Havelock hereby expressly reserves all of its rights under sections 26 and 29 of An Act respecting French, the official and common language of Québec (Bill 96, chapter 14, 1st session, 42nd Legislature), including but not limited to its right to use the English language in communications, documents, and services, in all circumstances expressly permitted by the said provisions.

Furthermore, the Municipality affirms that the adoption of the Directive on the used of another language than French – Specific Directive is made strictly without prejudice to its legal position in ongoing proceedings before the Superior Court of Québec, and shall not be interpreted as a waiver of any rights, remedies, or arguments the Municipality may invoke in the context of said proceedings or in any other legal forum.

Preamble

An Act respecting French, the official and common language of Quebec (2022, chapter 14) was assented to on June 1, 2022, and amended the Charter of the French Language. The Act imposes on civil administrations, including municipal bodies, the duty to use French in an exemplary manner and exclusively, subject to certain exceptions. The Politique linguistique de l'État (PLE) approved by the government on February 22, 2023, provides general guidelines for exemplary practices.

Like all agencies and bodies concerned, the Municipality of the Township of Havelock must adopt a specific directive and submit it to the Ministère de la Langue française. This directive will replace the Directive of the ministère de la Langue Française regarding the use of a language other than the official language by a municipal body recognized under section 29.1 of the Charter of the French Language, adopted on May 24, 2023.

The Municipality of the Township of Havelock is a body recognized under section 29.1 of the Charter of the French Language. In this capacity, the Municipality may use the options provided in sections 23 to 26 of the Charter of the French Language that regulate the use of another language than French by a body recognized under section 29.1 of the Charter of the French Language. These sections concern the language of signs, posters, documents, the services they provide, their use of technological means, their internal communications, their

communications to other recognized bodies and the language used in their name, notices of meeting, agendas and minutes of deliberative assemblies.

This specific directive identifies other situations in addition to those provided in sections 23 to 26 of the Charter of the French Language. It provides for the possibility of using another language than French in situations that are not covered by its recognition under section 29.1.

Introduction

Language is one of the defining features of human society. It allows us to share knowledge, work together, express culture, and pass information from one generation to the next.

As a service-oriented organization, employees of the Municipality of the Township of Havelock communicate regularly with members of the public, other municipalities, community organizations, and companies, both within Quebec and beyond.

This directive is intended to help employees feel confident in choosing the appropriate language for different situations. It sets out clear expectations for when English may be used in the workplace.

In general, employees whose roles do not require the use of English are not expected to speak to the public in English, but they may do so if they choose. For employees whose work does require the use of English, the following directives apply.

French is the official language of the Quebec state and all its agencies. However, as a municipality with recognized bilingual status, the Municipality of the Township of Havelock may also communicate in English.

The purpose of this directive is to provide clear and practical guidance on when and how English can be used, ensuring exemplary customer service while complying with the Charter of the French Language.

Communicating with the public

In Havelock, 26.5 percent of residents have English as their First Official Language Spoken. This is a technical term, but it simply means they are more comfortable communicating in English. This directive, therefore, balances the requirements of the Charter of the French Language with the common-sense need to provide exemplary customer service in French and English.

Customer service interactions

Follow this guideline for interacting with the public:

1. Greet the person in French and English. This will signal to the person that they can get service in French or English.
2. If they respond in French, carry on the conversation in French.
3. If they respond in English, carry on the conversation in English.

Publications and notices

We are allowed to communicate to the public in French and English. Examples of communication include posters, billboards, tax forms, public notices, phone greeting systems, websites, and so on. For instance, the French text should come first, meaning above the English text or to the left of the English text. This satisfies the legal requirement of *simple predominance*, as opposed to *marked predominance*.

Emergency and Safety Situations

In emergencies involving health or safety, speak in whichever language ensures the fastest and clearest understanding. In situations where health or safety is at stake, prioritise clarity and effectiveness in your instructions, regardless of language.

Communicating with Schools and Youth Organizations

You may use English when working with a school body recognized under section 29.1 of the Charter of the French Language, in other words, what are commonly referred to as English-language schools.

Communicating with Companies and Organizations

When speaking with representatives of organizations or businesses, begin in French. You may continue in English if:

- The organization is based outside Quebec.
- The product or service you are dealing with is only offered in English.
- The person speaks to you in English

Contracts and Legal Documents

As a municipality with bilingual status, we have always prepared legal contracts in English for those who request it. For all others, contracts are prepared in French.

Invoices for municipal services should either be printed in (1) French and English combined, (2) French or English, depending on the preference of the customer, which you should determine by asking the customer.

Elected Officials and Council Members

Members of Council should respond to questions or comments from the public in the language of the questioner. When publishing public statements related to their function of members of council, for instance to their social media accounts, they should make every effort to do so in French and English.

Communications with employees

Mass communications by management to employees must be in French and should also be in English.

Communications between employees

1. If you are communicating with another employee who prefers doing so in French, you should communicate in French, unless the employee has conveyed to you that you may communicate with them in English.
2. If you are communicating with another employee who prefers doing so in English, you may do so.
3. If you are communicating with a group of employees among which are at least one person who prefers communicating in French, you should communicate in French.

That said, we recognize that workplace communication often happens naturally. In many meetings, emails, or conversations, people may move between French and English as needed. This is normal and acceptable. The purpose of this linguistic directive is not to discourage this kind of natural interaction or to monitor the use of English words. Instead, we ask all employees show respect for their colleagues' French-language preference.

Conclusion

The goal of this common-sense linguistic directive is to ensure that our employees offer exemplary customer service when communicating with members of the public and others. With this linguistic directive, the Municipality of the Township of Havelock continues to be an employer-of-choice where people of backgrounds can thrive, guided by common sense rules and mutual respect.

If you're not sure whether English can be used in a specific situation, ask your supervisor.

This directive was adopted by the Council of the Municipality of the Township of Havelock at the regular meeting held on October 1, 2025, pursuant to resolution 2025-10-204.

(Original signed)

Hélène Lavallée, Mairesse

(Original signed)

Francine Crête, General Director and
Clerk-Treasurer