



Bilingual Services

Statement of Principle:

CCOC is committed to providing service to tenants and prospective tenants in either English or French, according to their language preference.

Guidelines:

1. Verbal Communication to tenants and prospective tenants. Each CCOC department that deals with tenants should maintain a minimum capacity for effective verbal communication in both French and English.
2. Written Communication:
 - a) All written official communication relevant to the RTA, such as leases, notices of eviction, notices of entry and rent changes, must be available in both English and French.
 - b) All other major written communications, such as brochures, web pages, notices, newsletters and the Tenant Handbook/Calendar, should be available in both English and French when potential cost and staff time expended are not prohibitive. Translations of CCOC policies should also be made available in French.
 - c) Where reasonable, attempts should be made to make all other written communications available in either French or English when potential cost and staff time expended are not prohibitive.