



**VILLE DE LAC-BROME**  
TOWN OF BROME LAKE

## **GUIDELINES FOR THE USE OF A LANGUAGE OTHER THAN THE OFFICIAL LANGUAGE**

CONSULTATION VERSION

**Consultation version**  
**In case of discrepancy, the French version shall prevail**

Transferred to the Ministère de la Langue française on November 6, 2024  
Adopted by the Town Council of Brome Lake on November 4, 2024  
(resolution 2024-11-320)

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# 1. INTRODUCTION

## 1.1 Preamble

On June 1, 2022, the *Act respecting the official and common language of Quebec, French* (Bill 14) was enacted, amending the *Charter of the French Language* (CLF). The exemplarity of the State is a cornerstone of this vast reform.

As a municipal organization, the Town of Brome Lake (hereinafter referred to as “the Town”) is part of the Administration and has a duty to promote, disseminate, use and protect the French language.

Recognized under article 29.1 of the CLF (“bilingual status”), the Town must also adopt a specific policy for its employees, indicating the rules of conduct applicable to linguistic matters within the organization and the exceptions they may use in the course of their duties. This guideline must be based on the legal framework established by the CLF, the *Règlement sur la langue de l'Administration* and the *Règlement concernant les dérogations au devoir d'exemplarité de l'Administration et les documents rédigés ou utilisés en recherche*.

The Town of Brome Lake is therefore required to respect the State's duty to set an example by promoting the use of French, even when the organization has the option of using another language.

It is in this context that the Town has analyzed and documented its actual internal needs with regards to the use of a language other than French and has thus established a *Guideline for the Use of a Language Other than the Official Language* (hereinafter “the Guideline”).

The Guideline applies only to the exceptions set out in Section I of Chapter IV of the Charter of the French Language. Thus, a recognized organization does not have to present the situations in which it intends to use a language other than French under the exceptions provided for in section II of this same chapter<sup>1</sup>.

This means that this Guideline makes no mention of situations already exempted by recognition. Notably, recognition allows the Town of Brome Lake to use a language other than French in its postings and in its documents, its provision of services and use of technological means, its name, its internal communications and its communications with other recognized organizations, as well as in its notices of meetings, agendas and minutes of its deliberating assemblies (art. 26, CLF). In addition, Town of Brome Lake may use a language other than French in any situation described in Appendix 1 of the Guideline.

*"Organizations and institutions recognized under section 29.1 must ensure that their services to the public are available in the official language.*

*They must draft notices, communications and printed material intended for the public in the official language.*

*They must develop the necessary measures to ensure that their services to the public are available in the official language, as well as criteria and procedures for verifying knowledge of the official language for the purposes of this section. These measures, criteria and procedures are subject to approval by the Office." (art. 23, CLF)*

## **1.2 Scope of application**

The present Guideline applies to all Town personnel as well as to any person who is called upon to collaborate or be involved with the Town as part of his or her professional duties.

## **2. TOWN OF BROME LAKE POLICY STATEMENT**

### **2.1 Objectives of the Guideline**

The guidelines for the use of a language other than French within the Town are as follows:

- Ensure a smooth transition and effective change management;
- Ensure consistency of practices within the Administration;
- Ensure the Town's compliance with its duty of Exemplarity.

### **2.2 Terms of reference**

The guideline's frame of reference is based on the following documents:

- Charter of the French Language (chapter C-11);
- Act respecting the official and common language of Quebec, French (2022, c. 14);
- Regulation respecting the language of the Administration;
- Regulation concerning exceptions to the Administration's duty to set an example and documents written or used in research;
- Language policy.

## **3. GUIDELINES FOR THE USE OF ANOTHER LANGUAGE**

### **3.1 General guidelines**

To be exemplary, the Administration uses French exclusively in its written and oral communications.

However, the CLF and its regulations provide for situations in which it may use another language. In these situations, and under certain conditions, a government agency may use a language other than French.

The Town, an organization recognized under article 29.1 of the CLF, may also use a language other than French to the extent provided for in its recognition. (Chapter IV, Section II, CLF).

In principle, the use of another language should never be systematic. Even when the Administration has the option of using another language, it must always use French whenever it considers it possible.

### **3.2 Ability to use a language other than French**

In accordance with paragraph 2 of article 13.2 of the CLF, an exemption allowing the Town to use a language other than French in writing in a situation also gives it the right to use this other language orally in the same situation.

Before using a language other than French, Town employees must ensure, by verifying on a case-by-case basis, that they are in a situation covered by the CLF, according to its recognition or its regulatory framework set out in Appendix 1 of this Guideline.

When, after verification, a Town employee finds that he or she is not in a situation where the Guideline allows him or her to use another language, he or she shall use French exclusively.

Before using a language other than French, Town employees must ensure that:

- Every reasonable effort has been made to use French exclusively;
- The exclusive use of French would compromise its mission.

### **3.3 Specific guidelines issued by the Town**

The specific Guideline sets out, in context, the nature of the situations in which the organization intends to use a language other than French, in cases where this is permitted by the CLF and its regulations.

In particular, it is intended to inform employees of the rules to be followed before using a language other than French. It must present the rules of mandatory application, specify the framework and set out the rules of conduct. It separates the responsibilities of the various parties involved.

As previously mentioned, this Guideline applies only to the exceptions set out in Section I of Chapter IV of the CLF. Thus, the organization does not have to present the situations in which it intends to use a language other than French by virtue of its recognition.

For some of the exceptions listed below, an organization recognized under article 29.1 of the CLF already has the option of using another language, in addition to the official language, in accordance with articles 23 and following of the CLF. These exceptions are identified by an **asterisk (\*)** in the list below. Thus, only for these identified exceptions, the organization does not have to present the circumstances in which it intends to use a language other than French, since it already has the option of using this other language by virtue of its recognition.

Each municipal organization's Guideline must be forwarded to the Minister of the French Language.

### **3.4 The Town's decision on the use of another language in the drafting of documents related to its by-laws and deliberating assemblies**

As an organization recognized under article 29.1 of the CLF, the Town may use a language other than the official language in the drafting of its by-laws and deliberating assemblies.

In January 2024, following a comparative study of ten (10) municipalities recognized under article 29.1 of the CLF ("bilingual status"), the Town deemed it appropriate to improve the quality of its services to citizens by making available consultation documents in English, such as agendas and minutes of municipal council meetings and those of the urban planning advisory committee, in addition to selected by-laws relating to urban planning, public safety, public works, the environment and administration.

It should be noted that under current legislation, the French version is the official version, and in the event of any discrepancy, the French version will take precedence over the English text. The English translation will be carried out via an online translation platform.

#### **4. RESPONSIBLE FOR THE APPLICATION**

General Management is responsible for applying and complying with the Guideline.

#### **5. UPDATES**

The Guideline is updated every three (3) years or as needed.

#### **6. COMING INTO FORCE**

La Directive entre en vigueur lors de sa transmission au ministre de la Langue française et lors de son adoption par le Conseil municipal.

CONSULTATION VERSION

# ANNEX 1

## List of situations in which the organization may use a language other than the official language<sup>1</sup>

- Exceptions for which the Town of Brome Lake, recognized under article 29.1, already benefits from an exception by virtue of its recognition.

### Communications

#### 1- WRITTEN COMMUNICATIONS WITH LEGAL ENTITIES - ABILITY TO USE ANOTHER LANGUAGE IN ADDITION TO FRENCH

The organization may use another language in addition to the official language when communicating in writing with a legal entity in the following cases:

Head office or establishment outside Quebec

- When the communication is addressed solely to the head office or an establishment of a legal entity, when that head office or establishment is outside Quebec;

CLF<sup>2</sup> 16 RLA 2 (1)

#### 1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?

When the communication is addressed solely to the head office or an establishment of a legal entity, when this head office or establishment is outside Quebec.

#### 2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?

Provide information in the official language as a priority and use another language when a head office or facility is outside Quebec and cannot communicate in the official language.

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<sup>1</sup> This is a list of all the exceptions provided for in the CLF and its two implementing regulations. Exceptions for which the municipal body recognized under article 29.1 already benefits from an exception under Division II of Chapter IV of the CLF are identified by an asterisk (\*). For these exceptions, the recognized organization is not required to present the circumstances in which it intends to use them for the purposes of its guideline.

Individuals  
operating a sole  
proprietorship  
CLF 16 RLA 3

- When the organization is able to use another language, in addition to the official language, when communicating with an individual operating a sole proprietorship.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

Lorsque la Ville doit communiquer avec une personne physique qui agit dans le cadre de l'exploitation de son entreprise individuelle qui n'est pas en mesure de communiquer et de comprendre clairement les informations nécessaires au bon déroulement de l'entente.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Explanations will normally be given in the official language. In the event that the individual is unable to understand them, the use of a language other than the official language is permitted.

**2- OTHER WRITTEN COMMUNICATIONS - ABILITY TO USE ANOTHER LANGUAGE IN ADDITION TO FRENCH**

The organization may use another language in addition to the official language when communicating in writing in the following cases:

Health, public  
safety, natural  
justice

CLF 22.3

Persons declared  
eligible for  
instruction in  
English

CLF 22.3

First Nations and Inuits

CLF 22.3

Reception

CLF 22.3

Energy supply

RDR 1 (8)

- When health, public safety or the principles of natural justice so require\*;
- In order to provide services in English to a person declared eligible to receive instruction in English, in accordance with the *Charter*, but not covered by sections 84.1 and 85\*;
- In order to provide services to the organizations referred to in article 95;
- In order to provide services to native people\*;
- To provide services to welcome immigrants into Quebec society during the first six months of their arrival in Quebec \*;
- In order to supply energy to an individual who, prior to May 13, 2021, corresponded only in English with Hydro-Québec regarding a file concerning him or her\*;

**3- OTHER WRITTEN COMMUNICATIONS - ABILITY TO USE ANOTHER LANGUAGE**

The organization may correspond or otherwise communicate in writing in English only in the following cases:



People eligible for education in English  
CLF 22.2

- When a person declared eligible to receive education in English under the provisions of Division I of Chapter VIII, other than Articles 84.1 and 85, makes a request for such education\*;

Past communications  
CLF 22.2

- When the Administration corresponded only in English with a particular individual in connection with a file concerning him or her before May 13, 2021, for a reason other than the state of health emergency\*.

## Signage

### 4- Posting

The organization may post in French and in another language in the following cases:

Health and safety  
CLF 22

- When public health or safety also requires the use of another language\*;

Cultural or historical value  
CLF 22.1

- On the territory of a municipality, a specific term other than a French term may be used to designate a communication route, along with a generic French term, if it is established by usage or if its use is of definite interest due to its cultural or historical value\*;

Entering and leaving Quebec  
RLA 7

- Along any public road, as defined in section 4 of the Highway Safety Code, used by visitors to enter or leave Quebec, up to a distance of 15 km from the point of entry into Quebec, provided that the French language is clearly predominant within the meaning of the regulation specifying the scope of this expression for the purposes of the *Charter*\*;

Commercial activities  
RLA 8

- When the posting relates to activities of a commercial nature, provided that the French language is clearly predominant, except:
  - 1° if the posting is on any medium with a surface area of 16<sup>m2</sup> or more and visible from any public road within the meaning of article 4 of the Highway Safety Code; or
  - 2° if the sign is posted on or in any public transit vehicle and its accesses, including bus shelters\*;

Tourist environment  
RLA 9

- The posting of a museum, botanical or zoological garden, cultural or scientific exhibition, tourist reception or information area or any other tourist site relating to any activity, on the premises where they are located, provided that the French language is clearly predominant within the meaning of the regulation that specifies the scope of this expression for the application of the *Charter*\*.

## Contracts and agreements

Note: For the purposes of sections 5 to 10 below, writings relating to a contract or agreement are, as indicated in the Charter, the following:

- writings sent to the Authority for the purpose of entering into a contract or agreement with it;
- writings relating to a contract or agreement to which the Authority is a party;
- writings transmitted, by virtue of such a contract or agreement, by one party to this contract or agreement to another.

In addition, the written communications necessary for the conclusion of such a contract or agreement may be drafted solely in a language other than French, with the exception of those necessary for successively executed contracts and contracts for the provision of accommodation or the rental of property to provide tourist services, as provided for in article 8 of this guideline, which may be drafted in French as well as in another language.

### 5- CONTRACTS CONCLUDED BY THE ADMINISTRATION - OPTION OF PROVIDING A VERSION IN ANOTHER LANGUAGE

For the following contracts and other related documents, a version in a language other than French may be attached in the following situations:

Public contract  
CLF 21 RLA 4 (1)

- The organization may attach a version in a language other than French to a contract and to the writings relating to it when there is reason to seek the interest of legal entities or businesses that do not have an establishment in Quebec as part of a process for awarding or granting a public contract.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

When the interest of legal entities or enterprises that do not have an establishment in Quebec must be solicited as part of a process for awarding or granting a public contract.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Always give priority to awarding government contracts to companies with an establishment in Quebec and whose communications are in the official language.

Financial documents  
CLF 21 RLA 4 (2)

- When the bidder or contractor is required to submit written documents in connection with a contract, they must comply with all of the following conditions:

- they do not exist in French;

- they are produced by a third party;
- they are insurance-related or of financial, technical, industrial or scientific nature.

**1. In what cases, under what circumstances, in what situations and for what purposes does the organization intend to use a language other than French?**

When the bidder or contractor is required to submit written documents in connection with a contract, they must comply with all of the following conditions:

- they don't exist in French;
- they are produced by a third party;
- they are insurance-related or of a financial, technical, industrial or scientific nature.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Ensure that priority is always given to obtaining written material in the official language.

Head office or establishment outside Quebec  
CLF 21 RLA 4 (6)

- The organization may attach a version in a language other than French to a contract and related documents when the organization contracts in Quebec with a legal entity established in Quebec and the exchanges necessary for the conclusion of the contract take place with the head office or an establishment of the legal entity located outside Quebec.

**1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

When the organization contracts in Quebec with a legal entity established in Quebec and the exchanges required to conclude the contract take place with the head office or an establishment of the legal entity located outside Quebec.

**2. Which measures or instructions put in place by the organization must be complied with before a language other than French can be used?**

Always give priority to awarding government contracts to companies with an establishment in Quebec and whose communications are in the official language.

Impossibility  
CLF 21 RLA 4 (14)

- The organization may attach a version in a language other than French to a contract and related documents when it is impossible to obtain in a timely manner and at a reasonable cost the product or service sought or another product or service that is equivalent and compliant.

**1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

Lorsqu'il est impossible pour la Ville de se procurer en temps utile et à un coût raisonnable le produit ou le service recherché ou un autre produit ou service qui y est équivalent conforme.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Toujours prioriser l'octroi de produits ou de services auprès des entreprises ayant leur établissement au Québec et dont la communication s'exerce dans la langue officielle.

Information technology -  
non-availability  
CLF 21 RLA 4 (15)

- The organization may attach a version in a language other than French to a contract and related written documents when it contracts for information technology licenses that do not exist in French.

**1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

When the Town contracts for information technology licenses that do not exist in French.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Always give priority to awarding products or services to companies with an establishment in Quebec and whose communications are in the official language.

Instant execution  
contract  
CLF 21 RLA 4 (18)

- The organization may attach a version in a language other than French to a contract and related written documents when it enters into an instant execution contract with an individual for which:
  - no file opening or registration required;
  - conclusion takes place in the presence of the parties;
  - the individual has requested that the organization use another language.

**1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

When the Town enters into an instant execution contract with an individual, in respect of which:

- no file opening or registration required;
- conclusion takes place in the presence of the parties;
- the individual has requested that the organization use another language.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Always give priority to awarding products or services to companies with an establishment in Quebec and whose communications are in the official language.

**6- SUPPLY CONTRACTS - PRODUCT LISTINGS**

Impossibility  
CLF 21.12

- The organization must ensure that any registration relating to a product it obtains under a supply contract with a legal entity or company is written in French. This requirement may be waived only when it is impossible to obtain the required product or an equivalent product in a timely manner.

**1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

The Town must ensure that any listing relating to a product it obtains under a supply contract with a legal entity or company is written in French. This requirement may be waived only when it is impossible to obtain the required product or an equivalent product in a timely manner.

**2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Always give priority to awarding supply contracts to companies with an establishment in Quebec and whose communications are in the official language.

7, 8 et 9 – N/A

## 10- CONTRACTS CONCLUDED BY THE ADMINISTRATION - OPTION OF DRAFTING ONLY IN ANOTHER LANGUAGE

The following contracts, to which the organization is a signatory, and any written documents relating to them, may only be drawn up in another language:

Insurance policy  
CLF 21.5

- When the Administration enters into a contract for an insurance policy that has no French-language equivalent in Quebec and originates outside Quebec or is not widely used in Quebec.

### **1. In which cases, in which circumstances, in which situations and for which purposes does the organization intend to use a language other than French?**

When the town contracts for an insurance policy that has no French-language equivalent in Quebec and originates outside Quebec or is not widely used in Quebec.

### **2. What measures or instructions the organization has put in place must be complied with before a language other than French can be used?**

Always give priority to awarding insurance policy contracts to companies with an establishment in Quebec and whose communications are conducted in the official language.

# ANNEX 2

## RESOLUTION OF THE TOWN OF BROME LAKE



CANADA  
PROVINCE OF QUEBEC  
MRC BROME-MISSISQUOI

TOWN OF BROME LAKE

**Minutes of the regular meeting of the Town Council of Brome Lake, held Monday, November 4, 2024, at 7:00 p.m., at the Centre Lac-Brome, 270 Victoria Street, in Brome Lake.**

Present: Councillors Lucy Gagnon, Shelley Judge, Louise Morin, Pierre Laplante, Lee Patterson and Patrick Ouvrard.

All forming a quorum under the chairmanship of Mayor Richard Burcombe.

Also present: Director General Gilbert Arel and Town Clerk Owen Falquero.

24 people attended the meeting.

2024-11-320

**3.1.5.1 GUIDELINE FROM THE MINISTRE DE LA LANGUE FRANÇAISE REGARDING THE USE OF A LANGUAGE OTHER THAN THE OFFICIAL LANGUAGE BY A MUNICIPAL ORGANIZATION RECOGNIZED UNDER SECTION 29.1 OF THE CHARTER OF THE FRENCH LANGUAGE - ADOPTION**

WHEREAS section 29.15 of the Charter of the French Language requires administrative organizations to adopt a guideline specifying the situations in which they intend to use a language other than French;

WHEREAS the Town of Brome Lake is an administrative organization covered by the Charter;

WHEREAS the Council mandated the Clerk to propose a policy concerning the translation of official documents into English;

*It is  
Proposed by Louise Morin*

*Supported by Pierre Laplante  
And unanimously resolved by voice vote*

THAT Council adopts the Guideline on the use of a language other than the official language by a municipal organization recognized under section 29.1 of the Charter of the French Language.

*ADOPTED*

**CERTIFIED EXTRACT:**

Tjos 5<sup>th</sup> day of November 2024



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Owen Falquero,  
Town Clerk

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