



Municipalité de Stanbridge East

Particular Directive on the Use of a Language Other than French

Adopted on October 1st, 2025.

By resolution 25-10-04

Context

The Act respecting the official and common language of Quebec, French (2022, chapter 14) was assented to on June 1, 2022, and amended the *Charter of the French Language* (CFL). This Act establishes a duty on public administrations, including municipal bodies, to use French in an exemplary and exclusive manner, subject to certain exceptions. *The State Language Policy* (PLE), approved by the government on February 22, 2023, gives the main guidelines in terms of exemplarity.

Like all the organizations concerned, the municipality of Stanbridge East must adopt a specific directive and then send it to the Ministère de la Langue Française (MLF). This directive will replace the *Directive of the Minister of the French Language on 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 Stanbridge East is a recognized organization under section 29.1 of the Charter of the French Language. As such, it uses the powers provided for in sections 23 to 26 of the CFL, which govern the use of a language other than French by an organization recognized under section 29.1 of the CFL. These sections relate to the language of display, documents, provision of services, use of technology, internal communications, communications with other recognized organizations, as well as the language used in designation, notices of meeting, agendas and minutes of deliberative meetings.

This special directive identifies situations in addition to those provided for in Articles 23 to 26 of the CFL. It provides for the possibility of using a language other than French in situations that are not covered by its recognition under section 29.1 of the CFL.

Introduction

As a public service organization, our employees, volunteers and councillors in the Municipality of Stanbridge East communicate regularly with many members of the community, other municipalities, community organizations and business partners in Quebec and other provinces in Canada.

This particular directive is put in place so that all the staff who gravitate around the municipality can feel confident discussing and exchanging in the language of their choice, regardless of the situation that may arise.

The objective of this particular directive is to provide clear and practical guidance in order to provide an exemplary public service, while respecting the Charter of the French Language.

The Municipality of Stanbridge East is recognized and proud to have a bilingual status; this is why it is of paramount importance for us to maintain and continue all our communications, both oral and written, using the French and English language.

Postings, Notices and Publications

We are authorized to communicate with the population of the municipality using French as well as English. Examples of commonly used communications include event advertising posters, billboards, tax forms, public notices, websites, social media. For your information, both oral and written communications will begin with a text in French, followed below or on the opposite side of the page, by the text in English. This allows us to legally comply with the requirement of *simple* versus *marked predominance*.

Contracts, legal documents and municipal documents

All contracts and legal documents of the Municipality of Stanbridge East are written in French. Being a municipality with bilingual status, we prepare contracts or legal documents in English if we receive the request.

Municipal documents and invoicing are all documented in French as well as in English.

Community Communications

In our municipality of Stanbridge East, over 47.9% of our residents use English as their first official language spoken. The directive and the requirements of the Charter of the French Language call for exemplary service to French-speaking residents, with the option for municipalities recognized under section 29.1 of the CLF to use a language other than French as a means of communication.

Here are some concrete examples:

Interactions with services to the population (City Hall and roads division)

1. Greet the person in both French and English. In this way, we signal that she can receive service in either French or English.
2. If that person gives us an answer in French, we will continue the conversation in French.
3. If that person gives us an answer in English, we will continue the conversation in English

Communications with organizations, committees and companies

Our municipality is full of organizations, committees and family businesses. We also have the opportunity to discuss certain issues with members from other provinces in Canada. When we communicate with them, French is prioritized as our first language. However, we can use English if:

1. This organization or company is based outside of Quebec.
2. The product or service offered is only available in English.
3. The person we are talking to or communicating with in writing uses English as a means of communication.

Communications between management and municipal employees

All communication from management to the employees of the Municipality of Stanbridge East must be conducted in French. However, if the employee communicates and exchanges with management in English, the conversation can be conducted in English, if the employee wishes so.

If management is talking to a group of employees who, among them, at least one person prefers to communicate in French, the member of management must, at that time, communicate in French.

Communications between municipal employees

1. If you are talking to an employee who wants and wishes to communicate in French, you must communicate with them in French. If he has given you his agreement to chat in English, you can continue your discussion in English.
2. If you are talking to an employee who wants and wishes to communicate in English, you can communicate with them in English.
3. If you are talking to a group of employees and at least one person prefers to communicate in French, you should communicate in French at that time.

The Municipality of Stanbridge East recognizes that the workplace is a place where conversations and exchanges in our mother tongue occur naturally. During these meetings, email exchanges or conversations, the language used may vary between French and English, if necessary. This is the normal course of actions and quite acceptable.

The purpose of this particular directive is not to monitor or discourage the use of English. It is in place to build mutual respect among colleagues, regardless of the choice of language of communication.

Elected officials and members of council

Elected officials and members of council may answer questions from the public present at the municipal council meeting in the language of correspondence chosen by the citizen addressing the question.

When a public statement or publication related to their function as elected officials or members of council must be disclosed (e.g. on their social media), they preferably communicate in French as well as in English, to reach as many residents as possible.

Emergency and security situations

In the event of an emergency involving the health or safety of the community, it is recommended to use the language that ensures the quickest and clearest understanding. When a situation where health and/or safety is at stake, we must prioritize clarity and efficiency in our instructions, regardless of the language.

Tourism

The Municipality of Stanbridge East may use another language, in addition to French, in communications to provide tourism services. These tourists, who come from outside Quebec, mainly from Ontario and the United States, frequent certain facilities and businesses in the municipality.

The municipality invites its elected officials, council members and employees to try to communicate in French in the first place. When the exercise is difficult, they can use English in order to communicate effectively with visitors.

Conclusion

The purpose of this particular directive is first and foremost to ensure that our elected officials, council members and employees provide exemplary customer service when communicating with members of the community, as well as with our multiple business partners.

With this particular directive, the Municipality of Stanbridge East continues to be a place where its members can thrive, guide the community, and show great mutual respect.