



Guidance on Implementing the Francophone Integration Pathway

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Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

Immigration, Refugees and Citizenship Canada (IRCC) has a responsibility under the *Official Languages Act* and the *Immigration and Refugee Protection Act* to support the vitality of official language minority communities, satisfy the principle of substantive equality, and adapt its services to meet the needs of the official language minority population. These obligations are clearly outlined in Section 12 of both the [Settlement Program](#) and [Resettlement Assistance Program](#) terms and conditions.

To reinforce our commitment to these responsibilities, the [Francophone Integration Pathway](#) was developed. The Francophone pathway consists of a coordinated and integrated suite of settlement services in French delivered by Francophone organizations that start before a client's arrival in Canada, and continue until citizenship is obtained. This approach aims to ensure both the vitality of Francophone communities outside Quebec and the successful integration of French-speaking newcomers by promoting links between them.

The Pathway is a major component of [IRCC's Francophone Immigration Strategy](#). Its success requires the engagement and collaboration of the entire settlement and resettlement sectors, as well as Francophone and non-Francophone recipient organizations.

A key element in the implementation of the Pathway is ensuring that newcomers are consistently aware of and referred to settlement and resettlement services offered by Francophone organizations in French.

Four requirements in support of the Francophone Integration Pathway are found in Schedule 4 of each Settlement Contribution Agreement (CA). All IRCC-funded recipients must comply with these requirements and report on their implementation.

Requirement 1: The Recipient shall enquire as to the official language of preference of all clients.

- This requirement is the first step in ensuring that requirements #2 and #3 can be properly applied.
- Recipient staff must actively confirm with the client their official language of preference during their initial contact. Clients should not have to specifically ask for services in either official language. This applies to services and interactions with clients with or without an appointment, in-person, by phone or email. It is important not to assume the client's official language of preference.
- Clients indicating a preference for services in French can then be advised of services provided by Francophone organizations, as per Requirement #2 and #3.

Requirement 2: The Recipient shall ensure that all clients are adequately informed about the availability of French settlement services and the possibility of settling in French in Canada when accessing services in person and when visiting the Recipient's website.

- The recipient is responsible for ensuring that all newcomers have access to accurate and complete information on settlement services offered in French by Francophone recipients, as well as the presence of Francophone communities in Canada.

- All recipients should have readily available resources for distribution informing newcomers of services available in French in their community. These resources must have been prepared by a [Francophone organization in the area](#) and/or the Francophone Immigration Network (Réseau en immigration francophone or RIF). Recipients requiring additional support should contact their program officer.
- Recipient websites must include information on the availability of services in French. It can appear in the form of a link with wording such as: *Souhaitez-vous obtenir des services en français? Si oui, cliquez ici* (Would you like to receive services in French? If so, click here). The link should lead to an external website that contains information on Francophone settlement services, like that of a Francophone recipient, a local Francophone organization, a RIF in the region, province or territory, and/or the Government of Canada [Francophone Immigration](#) (outside Quebec) website. Recipients that are funded to provide services in both official languages can share this information on the French version of their own website.
- Recipients must consider this requirement when training staff, and when planning and negotiating activities in their CA. For example, Recipients offering information and orientation should engage a Francophone recipient to deliver session(s) on settlement services in French, other services available in French in the community such as health care, legal aid, Francophone school systems and neighbourhoods, and/or Francophone community centres and events, such as festivals and celebrations. This can occur as demand warrants, or organized at key points of the year. Recipients offering language training can take a similar approach in the form of guest speakers. These examples are not exhaustive, and other ideas and strategies should be discussed with your IRCC program officer.

Requirement 3: The Recipient shall refer clients choosing to be served in French to Francophone recipients if it does not have the capacity to deliver settlement services in French.

- A referral in this circumstance means providing information to clients whose preferred official language is French on services in French available in person or virtually in the community, delivered by Francophone recipient organizations. This includes, but is not limited to, information on the location, providing support to the client on how they can get there from their homes, and contact information should they require further assistance.
- As IRCC supports the “by and for” Francophones approach when it comes to service delivery for French-speaking newcomers, capacity to deliver services in French means that the recipient is specifically funded by IRCC to do so. This acknowledges that the recipient organization is able to not only provide settlement services in French, but that are recognized as having ties to local Francophone communities. Facilitating these connections provide for better rootedness of newcomers and encourage their retention in the Francophone community, as well as their sense of belonging in the long term.
- In the context of [IRCC’s settlement program](#), an organization is considered Francophone if its mandate is, in whole or in part, to serve the interests of the Francophone community or Francophone population in a given region, and/or where more than 50% of clients or communities are served in French.

- This means that organizations that are not specifically designated and/or funded by IRCC to provide services in French, even if they have employees who speak French, are still required to inform and direct clients whose official language of preference is French to Francophone recipients.
- Recipients are required to ensure that clients have all the necessary information to make informed settlement decisions, including on the resources and ties to Francophone communities. This is made possible by establishing appropriate partnerships with Francophone recipients, in compliance with Requirement #4.

Requirement 4: The Recipient shall develop and maintain partnerships with Francophone service providers offering settlement services in order to meet the service requirements above.

- To establish these partnerships, we encourage recipients to contact the [Francophone Immigration Network](#) (Réseau en immigration francophone - RIF) in the region, province or territory. They will be able to identify Francophone stakeholders of interest based on the type of activities carried out by the recipient, and will know how to advise, accompany and direct to the appropriate Francophone organizations.
- Maintaining partnerships with Francophone organizations is an ongoing process, and is needed to promote sustainable ties and ensure that services adapted to French-speaking newcomers are available and coordinated. A partnership for success should include formal consultation mechanisms with Francophone recipients, respects the governance structure of the Francophone community and factors in the expertise of communities in developing initiatives and activities.
- Meaningful partnerships can be developed in a number of ways. The recipient can discuss this with their IRCC program officer during negotiations or at any time of year.
- It is important to remember that work being done by non-Francophone organizations should not replace Francophone organizations and that work is being actively done with Francophone partners to reach expected outcomes and to support capacity-building by sharing resources and knowledge.
- Non-Francophone recipients must factor in the expertise of Francophone communities in the design of a project, program or partnership involving services in French. It is important for Francophone organizations to be actively involved in the sharing of ideas from design through to implementation in order to create inclusive partnerships and joint projects.
- When this involves cooperation between indirect services in the non-Francophone and Francophone sectors, it is important to respect and use the existing governance mechanisms in Francophone communities, such as the RIF and the Atlantic Francophone Immigration Committee. These groups are officially mandated by IRCC to consult and coordinate with Francophone stakeholders, and to be aware of the current needs and assets of Francophone communities and French-speaking clients.