HALIFAX

P.O. Box 1749
Halifax, Nova Scotia
B3J 3A5 Canada

Item No.   17.1

Request for Council's Consideration		
☐ **Included on Agenda** (Submitted to Municipal Clerk's Office by Noon Thursday)	**X** **Added Item** (Submitted to Municipal Clerk's Office by Noon Monday)	☐ **Request from the Floor**

Date of Council Meeting: September 19, 2017

Subject: Multilingual Service Available Policy

Motion for Council to Consider:

Request a staff report on the implementation of an HRM-wide **Multilingual Service Available Policy** that would request all HRM facilities providing customer service (Access Centres, Arenas, Libraries, Pools, Recreation Centres, etc.) to advise in what language service can be provided at that location.

Reason:

Most of the world's population is bilingual or multilingual. The 2011 Census shows the most common non-official language mother tongues in Halifax are: Arabic, Chinese and German. In Nova Scotia, the most common non-official mother tongues also include: Spanish, Persian (Farsi), Tagalog (Philipino, Filipino), Mandarin, Russian, Greek and Korean. Advising residents in what language services are available at each location would be of great benefit to newly arrived residents, international students, refugees; and, also to tourists. Recent stats released by Tourism Nova Scotia reports that so far this year Nova Scotia has seen an increase of 95,000 visitors compared to 2016.

Our 311 Customer Service Centre provides service in over 150 languages. Our Welcome to Halifax signage has 3 languages represented (English, French and Mi'kmaq). We have employees who are bilingual or multilingual who could self-identify in which languages they could provide service.

Outcome Sought:

An HRM-wide **Multilingual Service Available Policy** to provide notice to residents upon entering an HRM Facility/Service Provider in what language service can be provided.

Councillor Tony Mancini	*District 6* *Harbourview-Burnside-Dartmouth South*