

Progress Report 2007

French-language Services Provided by the Government of Nova Scotia



Acadian Affairs
Affaires acadiennes

Introduction

This report describes progress made with regards to service delivery in the French language since the act came into effect.

To demonstrate some of the work done towards the improvement of services in French by the Government of Nova Scotia, this document reports on key initiatives carried out by the departments and offices represented on the French-language Services Coordinating Committee. This committee is made up of 17 departments, offices, and agencies of government who have been working with the Office of Acadian Affairs to help build government's capacity to provide French-language Services. As such, the report is not exhaustive. Some offices and agencies have introduced new services in French that are not listed here. The Office of Acadian Affairs wishes to acknowledge all work done with regards to improving service delivery in the French language, whether listed here or not. Starting in 2008, the annual progress report will include information from all designated institutions and will figure in subsequent annual reports.

The activities highlighted in this report have been made possible due to collaboration between departments, offices, and agencies of government, as well as the input of the Acadian and francophone community and with support from the Government of Canada through the Department of Canadian Heritage and the Canada–Nova Scotia Agreement on French-language Services. The agreement is administered by Nova Scotia's Office of Acadian Affairs.

This report represents a collaborative effort throughout the government of Nova Scotia. Because of the objectives set early on in the process, you will see that priority areas such as health, justice, translation and communications services, as well as services offered by Service Nova Scotia and Municipal Relations, figure prominently in this progress report.

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Message from the minister

The Government of Nova Scotia recognizes that our province is built on a strong sense of community. For people to be engaged in a public process, they must feel that their needs are being considered and addressed by government. Part of our commitment, therefore, to our various and diverse communities, has been to make sure they have access to government services. The Acadian and francophone community told us it wanted access to a greater number of services in the French language, and we have been working across all of government to make this happen.

We are proud to see more and more government services being provided in French. We recognize that doing so helps to promote the development of the Acadian and francophone community and helps to ensure that the French language is preserved here in Nova Scotia for generations to come. This past year, for example, we doubled the amount of translated material available in French to French-speaking Nova Scotians in the areas of health, safety, and security. We adapted programs to better answer the needs of the community. We collaborated on inter-departmental initiatives such as French-language training for public servants and the Bonjour! visual identity program to set the groundwork for future services in French. We expect to see even more progress in the years ahead. Substantive and measurable improvement to the French-language services offered by the Government of Nova Scotia is a commitment we have accepted.

Departments and other designated public institutions are now required to prepare plans annually that highlight their intentions for improving French-language services and how these plans will contribute to the preservation and growth of the Acadian and francophone community. This is a corporate commitment anchored by law, requiring a continued dialogue between government and the Acadian and francophone community. This annual report describes the progress government has made towards these goals and objectives.

By partnering with the federal government through the Canada–Nova Scotia Agreement on French-language Services, the Province of Nova Scotia will be able to continue to focus on continued improvements in French-language service delivery.



Chris d'Entremont
Minister of Acadian Affairs

Corporate realizations

The Office of Acadian Affairs has led government through a series of important steps so that an increasing number of government services may be offered in French. Well before the introduction of the French-language Services Act, a strategic direction had been established for the delivery of French-language services in Nova Scotia. The Act legitimized this commitment. In 2004, now anchored by legislation, the Office of Acadian Affairs became a central support agency for all of government to help guide it through the changes that would be required so that French-language services could become a reality.

In 2005, Acadian Affairs negotiated a four-year agreement with Canadian Heritage on French-language services for Nova Scotia. This agreement provides the province with an additional 5 million dollars (over the 4 years) for the delivery of French-language services. The direction for such services was firmly established: to promote the development of the Acadian and francophone community and to preserve the French language for future generations, thus contributing to the enhancement of life in Nova Scotia.

The Canada Nova Scotia Agreement on French-language Services
Strategic Plan OBJECTIVES:

Objectives:

- Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act
- Consultation with the community
- Communicating, sharing information, and promoting services available in French
- Supporting French-language services development, planning, and delivery in priority areas

The **French-language Services Coordination Committee**, made up of key representatives from all departments and some offices, was made official by the French-language Services Act, but actually met for the first time in 2003. The committee allows for the sharing of ideas, the discussion of issues, and the creation of solutions that can be applied to all of government in relation to French-language services. Subcommittees have tackled specific issues related to communications, human resources and training, regulations, and consultations with the Acadian and francophone community.

Guided by these objectives, the French-language Services Coordination Committee has accomplished much over the last four years. In the table that follows on pages 8 - 25, you will find services that are in direct correlation with the above listed objectives. Moreover, significant government-wide realizations have been achieved. These are described below.

Building government's capacity to provide services in French

Communications Guidelines

Before the regulations came into being, the French-language Service Coordination Committee tackled important questions about what services to begin providing in French. Since the tools most widely used by departments and offices to communicate their programs and services are items like news releases, information documents, and other promotional materials such as brochures and advertising, a considerable amount of time was spent developing guidelines for these. A communications subcommittee defined guiding principles so that staff could determine when it would be advisable and appropriate to communicate the information in both English and French.

Translation Services

To provide communications materials in French, translation would obviously be required. A full-time translator was hired by the Office of Acadian Affairs to coordinate translation services to government. The demand for translation services has risen dramatically in the last year alone. The total number of words translated exceeded 1 million for the 2006-2007 fiscal year, compared to 643,000 words the year before (2005-06).

French-language Training

Public servants bring many skills to government, including various degrees of French language skills. A capacity study done in 2003-04 revealed that nearly 7 per cent of the employees surveyed self-identified as having some capacity to communicate in French. Wanting to build on this strength, the coordinating committee felt that language training should be made available to public servants. Since 2004, over 478 seats have been made available for public servants to take French-language courses. Most were organized through the Office of Acadian Affairs and taught by Université Sainte-Anne instructors at campuses throughout the province. About 20 per cent of the seats were made available to provincial public servants by the Federal Council of Nova Scotia. Whether the classes offered a polishing of already advanced skills, or an introduction to the language, the participants became better prepared for handling requests for services in the French language.

(page 2) Building government's capacity to provide services in French

Active Offer Concept for French-language Services

With a number of public servants ready to serve clients in the French language, departments needed materials to actively promote this capacity to their Acadian and francophone clients. In 2006, the Bonjour! visual identity program was launched. Those wishing to self-identify their ability to provide government services in the French-language now have a host of tools at their disposal. Built around the well recognized greeting, Bonjour!, government employees may order desktop signs or lapel pins to let their clients know they can help them in French as well as in English.

Regulations

Regulations under the French-language Services Act came into effect on December 31, 2006. The regulations were created to further orient designated public institutions as to their obligations under the act. The process for the development of the regulations was coordinated by the Office of Acadian Affairs and included consultation sessions with the Acadian and francophone community to establish priorities. This was important so that Acadian Affairs could help manage resources and allow designated institutions to continue to be fiscally responsible, all the while improving their capacity for service delivery in the French language. The regulations were carefully drafted with both government and community input. The regulations require designated public institutions develop annual French-language services plans which will explain how they will improve services in French.

Table of Achievements

Area of Improvement	Department, Office, or Agency	Specific Achievements
Public requests for information	Government wide	Takes measures to respond to French requests and inquiries in French, either by identifying staff with French capacity or by using translation services for written inquiries.
Relations with francophone media	Communications Nova Scotia	<p>Distributes media releases in both French and English when they contain information that is of particular relevance to the Acadian and francophone community, pertains to French-language services, or if failure to provide the information in French may compromise the health, safety, or security of members of the public.</p> <p>Increased by five times the number of government news releases issued in French in 2006 compared with 2004: 10 French releases issued in 2004; 21 in 2005; 51 in 2006.</p>
Advertising in French media	Communications Nova Scotia	Increased the use of francophone media in province-wide advertising campaigns, almost tripling the amount of paid advertising in French-language media since 2002–03: \$14,323.14 in 2003–04; \$25,255.55 in 2004–05; \$41,182.31 in 2005–06.
Internal communications	Environment and Labour	Developed an internal communications plan to create employee awareness of the activities of the Provincial French-language services initiative and their departmental activities in support of this initiative. The plan includes measures to help build support and understanding and includes the development of staff interest in the provision of French-language services.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Signage	Health, District Health Authorities, and IWK	Installed new French signage in various hospitals/health centres across Nova Scotia.
	Economic Development	Produced new display banners in both French and English, for use at bilingual trade shows in regions such as Chéticamp and Yarmouth. Translated more than 50 signs related to economic development into French for OED field offices in Yarmouth and Port Hawkesbury.
	Department of Natural Resources	Translated a park sign—"A message for Park Users"—into French for use at Pomquet Beach, Antigonish County.
	Fisheries and Aquaculture	Introduced bilingual signage at its Arichat and Yarmouth offices. Staff members in these regional offices are bilingual and provide French-language services.
	Government wide	Provides Bonjour! desktop signs and lapel pins to public servants and health district employees who wish to self-identify as having the capacity to provide a service in French, thus making it easier for francophones to find services in French. In the case of the Department of Health, the campaign has been extended to the district health authorities and the IWK Health Centre.
New bilingual resources (publications)	Service Nova Scotia and Municipal Relations	Translated the Driver's Handbook and made it available for purchase in French from Registry of Motor Vehicles and Access Nova Scotia offices and through the government's online bookstore.
	Education	Made documents with a wide distribution—such as Brighter Futures Together, the Minister's Report, School Nutrition Policy materials, and newsletters—available in French.

Area of Improvement	Department, Office, or Agency	Specific Achievements
New bilingual resources (publications)	Immigration	<p>Publishes their new newsletter “News and Views / D’ici et d’ailleurs” in both official languages.</p> <p>Published three brochures in French as well as English in the “Nova Scotia Come to Live / Nouvelle-Écosse venez y vivre” series, which include important facts and information on the Nova Scotia Nominee Program.</p>
	Natural Resources	<p>Offers the following marketing materials in both French and English:</p> <ul style="list-style-type: none"> • Provincial Parks – reservation system business card, park postcard • Off-highway Vehicle Fact Sheets: How to Become a Certified OHV Safety Trainer and Registering Your Off-highway Vehicle • Tree and leaf identification presentation for use in Acadian schools (CSAP) and immersion programs.
	Health Promotion and Protection	<p>Translated public documents into French, such as:</p> <ul style="list-style-type: none"> • Renewal of Public Health in Nova Scotia • Key public health documents (http://www.gov.ns.ca/hpp/publichealth/default.htm) • A parenting column that now appears in the weekly newspaper, <i>Le Courrier de la Nouvelle-Écosse</i> • Healthy sexuality resources for youth • Health promoting documents and Food and Nutrition policy documents for Nova Scotia schools.

Area of Improvement	Department, Office, or Agency	Specific Achievements
New bilingual resources (publications)	Health, district health authorities, IWK	<p>Translated over 100 patient education documents, including topics such as:</p> <ul style="list-style-type: none"> • Patient rights and responsibilities • How to use an inhaler • Living with heart failure • Healthy eating • Depression • Pre-operative assessment brochures, such as “Patient’s Guide to Day Surgery”
	Justice	<p>Translated over 32 publications and information sheets so that those using their services may obtain important program and service information in French, including some for Corrections, Policing and Victim Services, Court Services, Family Court, Provincial Court, and Policy, Planning and Research.</p>
	Public Service Commission	<p>Translated the following materials into French: the Corporate HR Plan summary, the Public Service Value plaque, and Employee Assistance Program (EAP) brochures and posters.</p> <p>Uses the government translation services to translate resumé’s from French to English—its Executive Recruitment Section used this service twice in the 2006–07 fiscal year.</p> <p>Translated a jurisdictional report into French for the Intergovernmental Conference on Labour Relations, Classification & Compensation held in May 2006 (Employee Relations & Compensation).</p>

Area of Improvement	Department, Office, or Agency	Specific Achievements
New bilingual resources (publications)	Fisheries and Aquaculture	Translated an Innovations in Fisheries and Aquaculture brochure into French. It contains information on the importance of the coastal resources industries and on funding programs to fisheries and aquaculture clients. The brochure is available at Fisheries and Aquaculture Regional Offices and is distributed at fish and seafood trade shows.
	Economic Development	Created and published the last two issues of “Nova Scotia Open to the World / Nouvelle-Écosse, Ouverte sur le monde” in French.
	Environment and Labour	Prepared a prioritized list of documents for translation focusing on issues pertaining to health, wellness, safety, and security. Some of the documents made available in both official languages include <ul style="list-style-type: none"> • Ticket Lottery Guidelines • Liquor Licensing Policy Statements • A Guide for Private Well Owners • How to File a Complaint under the Labour Standards Code • Minimum Wage Review Committee Report and consultation • Labour Standards Meal Break Consultation brief

Area of Improvement	Department, Office, or Agency	Specific Achievements
New online resources in French	Service Nova Scotia and Municipal Relations	<p>Made significant bilingual additions to their website, including information in the following business areas:</p> <ul style="list-style-type: none"> • Life Events information • Registry of Motor Vehicles • Vital Statistics • Permits directory – Registry of Motor Vehicles, Vital Statistics, Registry of Joint Stocks • Gas Regulations • Service to Business • Your Energy Rebate Program • Graduate Tax Rebate <p>Made a variety of online services available in French, which means that online transactions for these services can be done in French and processed in French:</p> <ul style="list-style-type: none"> • birth, death, and marriage certificate requests • vehicle permit renewal • change of address • fine payment • personal property registry – lien check • driver test payments <p>Made an electronic (pdf) version of the Driver’s Handbook available online in French.</p>

Area of Improvement	Department, Office, or Agency	Specific Achievements
New online resources in French	Community Services (Education)	Posted all Canada–Nova Scotia Skills and Learning Framework projects on the website in both official languages at http://www.hrdis.ca/lmda/index.asp . This is a joint federal-provincial partnership. The Department of Community Services arranged for translation here in Nova Scotia.
	Natural Resources	Translated extension modules for teachers, which are available on the DNR website. The modules, titled “Les Programmes éducatifs des Ressources Naturelles pour les jeunes,” are designed to increase a student’s awareness and interest in the wildlife around them and in sound forestry management.
	Economic Development	Posted translations of key publications on its website, such as “Opportunities for Sustainable Prosperity” and the community development policy.”
		Produced the Celebrating Innovative Communities Conference website and some supporting materials in French.
	Justice	Posted “Tips for Representing Yourself in the Courts” on their website in French.
	Tourism, Culture and Heritage	Posted a new Acadian highlights section under the About Nova Scotia section on its website.
	Immigration	Partnered with the Acadian and francophone community to add French sections to its website, such as testimonials, and questions and answers on immigration topics.
Posted the Immigration Strategy (Stratégie en matière d’immigration) on its website.		

Area of Improvement	Department, Office, or Agency	Specific Achievements
New online resources in French	Health	In partnership with Réseau Santé – Nouvelle-Écosse, developed a directory of French-speaking primary health care providers. This directory is posted on the Primary Health Care website.
	Nova Scotia Fisheries and Aquaculture	Translated the barrier-free fishing brochure—“Possibilités d'accès facile à la pêche sportive en Nouvelle-Écosse”—and made it available online in French. This brochure lists fishing locations that elderly persons or persons with disabilities can easily access and the facilities available at each location, such as wheelchair-accessible washrooms and picnic areas.
		Translated and posted “The Angler’s Handbook and Summary of Regulations”(Le Guide du pêcheur à la ligne de la Nouvelle-Écosse et résumé des règlements), which provides information on various items of interest and importance to anglers, such as licenses, fees, limits, seasons, and areas.
	Environment and Labour	Made a number of its publications relating to issues of health, wellness, safety, and security available in French on its website.
Various	Many of the publications listed in the previous section “new bilingual resources (publications)” are also available online.	

Area of Improvement	Department, Office, or Agency	Specific Achievements
New automated services in French	Transportation and Public Works	Developed an automated road conditions report that includes winter road conditions. The report is available in both French and English through a toll-free number (1-800-307-SNOW) and through its website at www.gov.ns.ca/tran/ . The program was launched to the public in February 2007.
Reaching out to francophone audiences outside Nova Scotia	Tourism, Culture and Heritage	<p>Advertises in French in the province of Quebec in magazines, newspapers, e-publications, and billboards.</p> <p>Developed itineraries in French to include on targeted French tour operators' websites in France.</p>
Research	Various	Many departments have taken measures to better understand the French-language capacity of their respective areas of business, for example:
	Environment and Labour	Assessed general departmental ability to provide French-language services in the province.
	Energy	Conducted a needs assessment of French services for their department as a starting point for the development of new services.
	Justice	Conducted two surveys to learn about their French-language capacity. Conducted a needs assessment of French services within the department.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Human Resources: Increasing government's capacity for French-language services	Various	Working with their HR divisions to have French-language requirements built into appropriate job postings.
	Justice Health Education Service Nova Scotia and Municipal Relations	Appointed full-time French-language Service Coordinators to help with the implementation of the obligations under French-language Services Act. These positions are key to building momentum and driving progress in FLS within their departments.
	Public Service Commission	Made available to departments the ability to post bilingual positions in both English and French with Career Beacon.
	Service Nova Scotia and Municipal Relations	Hired bilingual customer service representatives to provide in-person Registry of Motor Vehicle services in French at the Dartmouth and Yarmouth access centres.
		Hired a bilingual web developer to create French-language web pages and develop online services.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Human Resources: Increasing government's capacity for French-language services	Justice	<p>Added 4 new bilingual positions to help meet the needs of the Acadian and francophone community:</p> <ul style="list-style-type: none"> • Bilingual Clerk III / Justice Officer II – Court Administration Dartmouth Provincial Court • Bilingual Clerk III / Justice Officer II – Court Administration Spring Garden Provincial Court • Probation Officer III – Yarmouth Community Corrections Office • Secretary II – Yarmouth Community Corrections Office
	Various	<p>Trained 22 employees in specialized French legal terminology.</p> <p>A number of public servants across various departments, agencies and offices have taken French-language training courses to advance their knowledge of French. The majority of classes were coordinated by the Office of Acadian Affairs and held at Université Ste-Anne campuses in Halifax, Sydney, Tusket (Argyle), Antigonish, and Pointe de l'Église (Clare). A total of 478 seats were made available since 2004.</p>
	Community Services	<p>Added a bilingual position to their staff, the Bilingual Partnership Inclusion Facilitator, to meet with daycares across Nova Scotia.</p>
	Office of Immigration	<p>Hired two bilingual staff in 2005 to increase bilingual capacity of the office.</p>
	Environment and Labour	<p>Hired a bilingual Inquiries Officer for Labour Standards in 2005.</p>

Area of Improvement	Department, Office, or Agency	Specific Achievements
Structure/infrastructure: Improving capacity to offer French-language services	Community Services	Formed a subcommittee to advise and add provincial input to French-language services. Its role is to handle issues surrounding French-language training and recruitment of bilingual staff; early childhood development projects; communications and webmaster duties. It also identifies French-language service providers, such as family therapists.
	Environment and Labour	Established a departmental committee to develop and implement a departmental French Language Services Plan and annual work plan to identify priority service needs of the French community, assess and build capacity for NSEL to communicate and offer services in French, and monitor progress. The goal of the plan is to develop and adapt wherever possible, NSEL programs and services to meet the needs of the Acadian and francophone community.
	Justice	Established an inter-divisional French-language services committee.
	Tourism, Culture and Heritage	Established an internal French-language services committee to develop the FLS Plan and monitor the progress in the years to come.
Policy changes and legislation	Health	Exception made to the First Available Bed Policy that is aimed at providing French-speaking Nova Scotians, and others with compelling circumstances, to wait for placement in the most suitable long-term care facility rather than being required to accept the first available bed.
	Transportation and Public Works	Developed and implemented new policy and procedures for French road signs, called Community and Road Name Signs in the Five Acadian Regions.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Policy changes and legislation	Acadian Affairs and the French-language Service Coordinating Committee	Developed a set of communications guidelines (before the regulations to the act were created) to orient communications staff in departments and offices as to what kinds of public information should be provided in both French and English.
		Created regulations under the French-language Services Act
Public consultation	Community Services	Held consultations on the Early Childhood Development Program in both English and French (2005).
	Economic Development	Conducted consultations with the francophone community regarding the implementation of the refreshed provincial economic growth strategy, Opportunities for Sustainable Prosperity (summer 2005).
	Public Service Commission	Made surveys available in French when performing an internal review of their affirmative action and fair hiring policies.
	Immigration	Consulted with the Acadian and francophone community (2005, 2006, 2007) to identify: <ul style="list-style-type: none"> • current settlement services available to French-speaking immigrants • gaps in service delivery • strategies to increase partnership between the Acadian and francophone community and the Office of Immigration.
	Tourism, Culture and Heritage (Heritage Division)	Mandated Voluntary Board Planning to conduct province-wide consultations to develop the Heritage Strategy, some of which were offered in French. Both the interim and final reports were available in French in 2006.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Public consultation	Environment and Labour	<p>Included a French-language component in the following province-wide consultations:</p> <ul style="list-style-type: none"> • adding rest breaks to the Labour Standards Code (Oct.–Nov. 2006) • increasing the minimum wage (Jan.–Feb. 2007) <p>Discussion documents were prepared and placed on its website in French and distributed to members of the Acadian and francophone community.</p>
	Justice	Included French-language component in Safer Streets and Communities consultations, conducting focus groups and public consultations in some Acadian regions. Made the questionnaire available in both English and French.
	Health	Ongoing consultation with Réseau Santé to address health care needs of Acadian and francophone residents of Nova Scotia.
Developing and adapting programs to reach Acadians and francophones	Justice	<p>Offers court and victim services in French when requested and available.</p> <p>Offers pre-sentence reports in French when requested (Correctional Services).</p>
	Transportation and Public Works	Adapted Sammy the Snow Plow program for delivery in Acadian schools. The “Sammy le chasse-neige” video and “Sammy et les jeux sur la sécurité” (Sammy’s Safety Games Booklet) are part of the winter safety program distributed in 2006–07. Collateral materials are available at www.sammysnowplow.ca . Produced 6500 French activity books, 1000 French bookmarks, and 35 French DVDs for distribution.

Area of Improvement	Department, Office, or Agency	Specific Achievements
Developing and adapting programs to reach Acadians and francophones	Immigration	Conducted information sessions and made presentations in French to interested stakeholders and liaised with community partners to raise awareness of immigration in general and the Office of Immigration programs in particular.
	Fisheries and Aquaculture	Working with the Saint Mary's Bay Resource Centre in Meteghan to promote delivery of French services to the fishing industry. Initiatives include the Marine Waste Steering Committee, the Oil Spill Contingency Plan and Marine Data Base Committee for the Bay of Fundy/Saint Mary's Bay, and the Integrated Coastal Planning and Zoning for Saint Mary's Bay.
	Service Nova Scotia and Municipal Relations	Made written driver examinations for learner and motorcycle licenses available in French at the Registry of Motor Vehicles and Access Nova Scotia offices that offer written driver knowledge tests.
	Health Protection and Promotion	Translated social marketing ads for placement in francophone media, such as a series of ads for services promoted through the Moms and Dads program.
	Health	Partnered with the Department of Education, Université Sainte-Anne, the Consortium national de formation en santé (CNFS), and Réseau Santé on the federally funded initiative for training physicians and pharmacists in French. Funded French-language nursing bursaries to encourage French-speaking nursing graduates to remain in Nova Scotia after graduation and thus increase the number of health professionals who speak French (2005–06 and 2006–07).

Area of Improvement	Department, Office, or Agency	Specific Achievements
Developing and adapting programs to reach Acadians and francophones	Immigration	<p>Collaborated with the Acadian and francophone community-based organizations on public awareness/outreach projects funded by the Office of Immigration and led by the Fédération acadienne de la Nouvelle-Écosse (FANE), including</p> <ul style="list-style-type: none"> • a public awareness and outreach project in eight Acadian and francophone regions of the province to inform the public, employers, and community leaders about the positive consequences of immigration and the role the community can play in creating a welcoming environment • a consultation project organized by the Fédération acadienne de la Nouvelle-Écosse with its members to develop regional plans to increase francophone immigration in Nova Scotia
	Education	<p>Supported l'Équipe d'alphabétisation Nouvelle-Écosse in developing a multi-year family literacy strategy. An advisory committee was established in fall 2004. The "J'apprends en famille" workshops were launched in January 2005 and delivered to over 100 parents in six Acadian communities. Training on family literacy was also provided to practitioners.</p> <p>Worked closely with the Conseil scolaire acadien provincial (CSAP) to develop programs such as Reading Recovery Program and Writers in Action. The French version of the Reading Recovery assessment book, <i>Le sondage d'observation en lecture-écriture</i>, is in use on the CSAP and new teacher leaders for French and French immersion were also trained. (As well, Canadian French Immersion standards for Reading Recovery were developed. During the 2005–06 school year, teacher leaders were trained at Mount Saint Vincent University to support the implementation of Reading Recovery in French Immersion).</p>

Area of Improvement	Department, Office, or Agency	Specific Achievements
Developing and adapting programs to reach Acadians and francophones	Education	<p>Provided French learning resources for students to support implementation of Writers in Action. Professional development sessions for French Immersion teachers and French teacher resources were provided to support implementation of Writers in Action.</p> <p>Piloted a project in which five schools in the province offered a grade 6 intensive French program in 2005–06 (in comparison to four schools the previous year). Provided classroom resources and professional resources to the five schools offering the program. Provided ongoing professional development to the teachers of the program. Assessed the writing and oral skills of students participating in the program, which results compared favourably with those of students in the program in other provinces.</p>
Other projects that support the delivery of services in French in Nova Scotia	Community Services	<p>Funded the following French-language services that are administered through the department: the CPRPS, Child Care expansion grants, “Hub Model” feasibility study, National ECD conference, and Early Intervention Program to Acadian communities.</p>
	Health	<p>Collaborated with all District Health Authorities and IWK Health Centre on projects that aim to increase health services in French.</p> <p>Opened a youth and seniors health centre in Chéticamp in conjunction with the Cape Breton District Health Authority.</p>

Area of Improvement	Department, Office, or Agency	Specific Achievements
Other projects that support the delivery of services in French in Nova Scotia	Economic Development	<p>Provided core funding for Le Conseil de développement économique de la Nouvelle-Écosse (CDENE). One of the many projects realized by the CDENE as a result was a trade mission to the U.S. designed to promote Nova Scotian food products, IT expertise, as well as products/services in the construction/environment and arts and crafts sectors, allowing these entrepreneurs to open their doors to more business.</p> <p>Partnered with community organizations, other levels of government, and the Office of Acadian Affairs to provide funding to various Acadian / francophone projects through its offices in Yarmouth and Port Hawkesbury, such as helping to develop and market the co-operative francophone community radio stations in Isle Madame and Chéticamp.</p> <p>Provided funding and partnered with other departments during the past two years, such as the Department of Tourism, Culture and Heritage, to assist the Clare Acadian Festival Committee to elevate the oldest Acadian festival to a world-class event.</p>
	Tourism, Culture and Heritage	<p>Supported several tourism development Acadian and francophone projects under the Destination Development funding program; the Destination Opportunities program, Special Assistance (Sales and Partnership section); and the Cultural Activities program and Industry Growth Program (Culture Division).</p>