

Progress Report 2008

French-language Services
Provided by the Government
of Nova Scotia



Acadian Affairs
Affaires acadiennes

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Introduction

What is the goal of the 2008 Progress Report?

This report describes the scope of work performed by designated public institutions in regard to French-language services in the 2007-2008 fiscal year. The Progress Report 2008 highlights their progress – or achievements – in delivering these services to the Acadian and francophone community. Designated public institutions are those listed in the *French-language Services Regulations* that have the obligation to implement the *French-language Services Regulations Act*.

The intent of this report is to highlight French-language service initiatives introduced and implemented in 2007-2008. Of course, any achievements listed here should be taken into consideration with the French-language services already offered by the department, office, or agency. Some existing services may not have been repeated here.



This symbol allows the public to identify government employees who speak French.

How was the information gathered for the 2008 Progress Report?

Information was gathered in part by the French-language Services Coordinating Committee and by key contacts in named designated public institutions.

Designated public institutions were sent a table-style questionnaire which contained the seven sections (see page 3) and 24 subsections found in the Table of Achievements part of this report. The French-language services coordinators and key contacts were asked to complete the table according to their department, office, or agency's achievements in 2007-2008. Questionnaires were returned and the information was combined into a master document that serves as the Table of Achievements.

It is important to note that the information found within this report is not exhaustive. Some departments, offices, and agencies continue to work on initiatives not yet introduced while others have implemented new French-language services that are not listed here.

Contributors to the Progress Report 2008 are: Acadian Affairs, Agriculture, Fisheries and Aquaculture, Art Gallery of Nova Scotia, Communications Nova Scotia, Community Services, Economic Development, Education, Emergency Management Office, Energy, Environment and Labour, Finance, Health/District Health Authorities/IWK Center, Health Promotion and Protection, Human Rights Commission, Immigration, Intergovernmental Affairs, Justice/Legal Aid/Public Prosecution Services, Natural Resources, Nova Scotia Business Inc., Ombudsman, Public Service Commission, Review Office – FOI-POP, Seniors, Service Nova Scotia and Municipal Relations; Advisory Council on the Status of Women, Tourism, Culture and Heritage; Transportation and Infrastructure Renewal; and Voluntary Planning.

How is the information organized in the 2008 Progress Report?

This report includes a Table of Contents, Introduction, Message from the Minister, Corporate Realizations, Summary of Achievements, and Table of Achievements. The Table of Achievements serves as the ‘raw data’ section of the report and contains the information submitted by the French-language services coordinators and key contacts on behalf of their departments, offices, or agencies.

The Table of Achievements is divided into seven sections: **(1)** Communicating, sharing information, and promoting services available in French; **(2)** Human Resources – Increasing government’s capacity for French-language services; **(3)** Policy, regulatory, and administrative framework; **(4)** Consulting with the Acadian and francophone community; **(5)** Development, planning, and delivery of French-language services; **(6)** Preservation and growth of the Acadian and francophone community; and **(7)** Other activities or projects. Refer to the Table of Contents for subsection titles and page locations.

Similar or associated departments, offices, or agencies may appear together in this report. For example, the Department of Agriculture is listed with the Department of Fisheries and Aquaculture. Also, due to the time period covered by this report, the Department of Labour and Workforce Development and the Department of Environment are listed together under their former title, the Department of Environment and Labour. The District Health Authorities (DHAs) include the following health authorities: Annapolis Valley (AVDHA), Cape Breton (CBDHA), Capital (CDHA), Colchester East Hants (CEHHA), Cumberland (CHA), Guysborough Antigonish Strait (GASHA), Pictou County (PCHA), South Shore (SSDHA), and South West Nova (SWNDHA).



Government employees who wear the *Bonjour!* logo pin or who display the *Bonjour!* material at their work site can communicate in English and French.

Acknowledgements

The Office of Acadian Affairs would like to acknowledge all work performed to improve French-language service delivery within the provincial government.

The achievements highlighted in this report have been made possible by the collaboration and support of the Government of Nova Scotia departments, offices, and agencies; their deputy ministers and CEOs; as well as the French-language services coordinators.

The Office of Acadian Affairs would also like to acknowledge the partnership of the Government of Canada through the Department of Canadian Heritage and the *Canada-Nova Scotia Agreement on French-language Services* and the *Fédération acadienne de la Nouvelle-Écosse* and its member organizations.

The Office of Acadian Affairs encourages the Acadian and francophone community to ask for and use governmental services in French and to continue to make their needs known to the provincial government.



**Public health nurse
Nicole Wallot conducts
an eye exam.**

Message from the Minister (November 2008)



As Minister of Acadian Affairs, I am proud to play the role of leader in the French-language services corporate initiative.

The 2007-2008 fiscal year marked the official beginning for annual submissions of French-language Service Plans and the Progress Report on behalf of our designated public institutions that provide French-language services. The Progress Report 2008 details the achievements of participating departments, offices, and agencies over the past year in regard to their individual French-language Service Plans.

As you will see in this report, we have witnessed an explosion in the areas of translation and accessing information on-line. In the area of translation, for example, a target of 1 million words translated was set for 2007-2008. This goal was surpassed by 100,000 for a total of 1.1 million words translated from documents sent by 42 departments, offices, and agencies.

A growing number of citizens are accessing information on-line. The Service Nova Scotia and Municipal Relations web site welcomed over 38,000 unique visitors representing over 62,000 page views of French content and services in 2007-2008. Service Nova Scotia and Municipal Relations also introduced Nova Scotia's new birth certificate, the first province in Canada to launch a new highly secure and bilingual birth certificate, which is available for order on-line in both official languages. Of course, this is just a snapshot of some of the 2007-2008 initiatives you will encounter in the Progress Report 2008.

As minister responsible for the general supervision and management of the *French-language Services Act*, I applaud the work done by the designated public institutions and I will continue to support them in their endeavours to increase the number and quality of French-language services offered to the Acadian and francophone community.

By collaborating across community and government organizations and partnering with the federal government through the *Canada-Nova Scotia Agreement on French-language Services*, the Province of Nova Scotia will continue to support the development, delivery, and expansion of French-language services.

A handwritten signature in black ink, appearing to read 'Chris d'Entremont'.

Chris d'Entremont
Minister of Acadian Affairs

Corporate Realizations

Like the *New Nova Scotia: A Path to 2020* vision, French-language services are a corporate initiative whose goal is to provide access to meaningful information. In the case of French-language services, the audience is the Acadian and francophone community in Nova Scotia. In fact, many of the achievements from departments, offices, and agencies listed in the Progress Report 2008 can be linked to the five pillars adopted by the Government of Nova Scotia – Safer, Healthy Communities; Better Roads, Infrastructure; Protecting our Environment; Educating to Compete; and Reducing Wait Times.

With the adoption of the *French-language Services Act* in 2004, the Office of Acadian Affairs officially became the central support agency for all of government in supporting the delivery of French-language services through departments and other designated public institutions.

Canada-Nova Scotia Agreement on French-language Services

During the 2007-2008 fiscal year, the Office of Acadian Affairs continued the administration of the *Canada-Nova Scotia Agreement on French-language Services* on behalf of the Nova Scotia Government. This administration was carried out in collaboration with the Department of Canadian Heritage who co-managed the agreement on behalf of the Government of Canada.

The Strategic Plan objectives for the *Canada-Nova Scotia Agreement on French-language Services* are:

- 1. Strengthening the policy, regulatory, and administrative framework in support of the *French-language Services Act*;**
- 2. Consulting with the Acadian and francophone community;**
- 3. Communicating, sharing information, and promoting services available in French; and,**
- 4. Supporting French-language services development, planning, and delivery in priority areas.**

The Agreement provided \$1.3 million in 2007-2008 to Nova Scotia to support the development and delivery of French-language services. A special project funding of \$35,000 was negotiated for the Perception of French-language Services project. This project is a research study that focuses on the usage and perceived barrier to usage of French-language services. In addition to the research study, the project will also develop awareness training modules for public servants.

Certain French-language services were supported in 2007-2008 including the development of new on-line services for Service Nova Scotia and Municipal Relations and French-language services coordination positions in the departments of Education, Community Services, and Health Promotion and Protection.

Bonjour! French-language services visibility program

The *Bonjour!* program has a dual role. It encourages government employees to offer services in French—called the *active offer*—and it encourages members of the public to use governmental services currently available in French.

The Progress Report 2007 detailed the *Bonjour!* launch and advertising campaign which took place in October 2006 and March 2007, respectively.

In 2007-2008, the Office of Acadian Affairs continued to support *Bonjour!* by promoting the program during a province-wide presentation tour with Acadian and francophone community leaders. Internal promotion was done by way of the French-language Services Coordinators who maintained a *Bonjour!* presence within their departments, offices, and agencies.

In 2007-2008, the Office of Acadian Affairs sent 27 *Bonjour!* product orders (various combinations and quantities of large and small desktop signs, lapel pins, posters, stickers, brochures, notepads, keyboard accent templates, program cards, and miniature French reference flip charts) to designated public institutions. A continuing internal and external *Bonjour!* awareness campaign is planned for 2008-2009.

Interdepartmental Initiatives and Information Sharing with Acadian and Francophone Community Stakeholders.

As departments and other public institutions develop government strategies, they often request advice from the Office of Acadian Affairs on how to address the needs of the Acadian and francophone community. The Department of Economic Development might meet with the *Conseil de développement économique de la Nouvelle-Écosse* (CDÉNÉ); the Departments of Community Services and Education might meet with the *Fédération des parents acadiens de la Nouvelle-Écosse* (FPANE); and the Department of Seniors might meet with the *Regroupement des aînés et des aînées de la Nouvelle-Écosse* (RANE).

The Office of Acadian Affairs attended meetings held by various departments, offices, and agencies either to observe the meeting or to present information regarding the provincial government's French-language strategy. The Office of Acadian Affairs encourages relationships between departments and community organizations.

In cooperation with the *Fédération acadienne de la Nouvelle-Écosse* (FANE), the Office of Acadian Affairs met with leaders in the Acadian and francophone community across the province in 2007-2008. These sessions provided opportunity to promote the availability of services in French and to obtain feedback on delivery and usage issues.

French-language Services Coordinating Committee

In 2007-2008, the French-language Services Coordinating Committee consisted of 23 French-language Services Coordinators who represent 24 departments, offices, and agencies in the provincial government. The role of the French-language Services Coordinating Committee is to assist and advise the Minister of Acadian Affairs on the implementation of *French-language Services Act*. The Coordinating Committee meets regularly to share best practices and to work on policies and guidelines related to French-language services. Ad hoc subcommittees within the Coordinating Committee have tackled specific issues relating to communications, human resources and training, regulations, and consultations with the Acadian and francophone community.

Guided by the objectives in the Strategic Plan for the *Canada-Nova Scotia Agreement on French-language Services* mentioned earlier, departments, offices, and agencies have accomplished much in the way of delivering French-language services. Refer to the Table of Achievements in the Table of Contents which indicates the initiatives and projects undertaken for 2007-2008.

Ministerial Conference on the Canadian Francophonie

The Minister of Acadian Affairs and the CEO of the Office of Acadian Affairs assumed leadership roles with the Ministerial Conference on the Canadian Francophonie and the Officials Network when Nova Scotia hosted the XIIth Ministerial Conference in Halifax in September 2007. The Ministerial Conference undertakes initiatives related to French-language services including a Youth Intervention Strategy, designed to facilitate the citizen engagement of francophone youth.

Building on Government's Capacity to Provide Services in French

The following are brief descriptions on the types of initiatives undertaken in 2007-2008 to build on the provincial government's capacity to provide services in French. Of course, these initiatives are in addition to those introduced in the Progress Report 2007.

Translation Services

Translation services have been centralized to the Office of Acadian Affairs to help ensure consistency, quality, and standards in all translated texts.

The Office of Acadian Affairs expanded its services with the hiring of a second translator in September 2007. The service was promoted throughout government via regular communications with the French-language Services Coordinating Committee and other interdepartmental contacts.

In 2007-2008, 42 designated public institutions were able to access translation services. Over 1,100,000 words were translated.

French-language Training

French-language training was made available to public servants in order to increase government's capacity to serve the public in French. In 2007-2008, approximately 575 seats were occupied in French-language courses. Most of this training was contracted through Université Sainte-Anne at several locations across the province including Halifax, Sydney, and Tusket. The Federal Council of Nova Scotia provided 20 seats for training and some seats were also provided by *Alliance française*. (The total of 575 seats does not account for government employees who attended courses during the winter of 2008, which were not funded by the Office Acadian Affairs.) Fees of nearly \$105,000 for training were paid with funding from the *Canada-Nova Scotia Agreement on French-language Services*.

Consultation Guidelines

Internally, the French-language Services Coordinating Committee completed a draft version of French consultation guidelines and a resource toolkit which will assist departments with providing services in French during consultations. All departments and offices were consulted. Distribution and promotion of these guidelines within government is planned for 2008-2009.

Externally, the Office of Acadian Affairs continued to encourage Acadian and francophone community members to make their needs known to government and to participate, when possible, in public consultations.

Summary of Achievements

The objective of the French-language Services Regulations is to ensure substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia. This report shows a great number of achievements covering various areas of government service. Participating departments, offices, and agencies are entering into a new level of understanding of their obligations under the French-language Services Act and are offering more and more services in French that directly answer to needs of the Acadian and francophone community. They are tailoring their efforts based on needs identified through community dialogue, and fostering relations across government so that French-language service initiatives become multi-departmental collaborations. Not only are they offering more services in French, they are prioritizing and specializing the kinds of information made available to the Acadian and francophone community. This creates an atmosphere where anyone in the community can access information in French on subjects impacting every day life such as self-represented litigation, senior abuse prevention, emergency preparedness, water strategy and e-waste, continuing care, renting in a mobile home park, or child booster seat regulations. These are primary services offered to the public and which are now accessible to francophones.

What does this mean?

It means that the needs of Acadians and francophones are being heard and that there has been great effort to find creative and effective ways to meet these needs. Progressively, government is offering an increasing number of services which allow Acadians and francophones to mark life events in their maternal language. This, in turn, gives confidence to this linguistic minority which will feel included in public policy development. This recognition will bring about an even higher confidence and greater citizen engagement in government initiatives by the Acadian and francophone community.

In the long term, it means that they can obtain information on their day-to-day activities or in times of emergency and feel secure in their place as part of the larger—Nova Scotia—community.

Table of Achievements

Section 1: Communicating, sharing information, and promoting services available in French

Since the launch of the *Bonjour!* French-language services visual identity program, the use of *Bonjour!* material is evident across government. Although not all departments, offices, and agencies listed basic *Bonjour!* activities in the Table of achievements, each received *Bonjour!* material and introduced the program within their institutions in various ways including newsletters, desk displays, or other activities.

Overall, designated public institutions have developed internal processes for responding to written and verbal inquiries in French. From simple correspondence to more detailed project applications, key departments are equipped to receive and respond appropriately.

Translation requests have increased significantly which shows again that designated public institutions are considering the needs of the Acadian and francophone populations. French-language material has been disseminated using francophone networks and community partners and is posted on institutions' websites. Most designated public institutions have material available in French and efforts have been made to communicate the availability of this material to the appropriate audiences.

Section 2: Human Resources – increasing government's capacity for French-language services

Since the launch of the French-language services strategy, government's approach in regard to human resources has been to recruit or train in order to provide quality services to the Acadians and francophones of the province.

The need to advertise French-language competency requirements on job postings continues to grow. Departments, offices, and agencies have already begun work on analyzing the gap between current staff capacity to provide services in French and meeting the needs of the community. As the community continues to increasingly request services in French, it will be easier to determine positions which will require French-language competencies.

At least 12 new positions requiring French language skills as a competency were filled. Two new French-language services coordinator positions were filled.

French linguistic training continues to be popular. As public servants strive to improve their abilities in French, we see an increase in services provided in French. The development of corporate guidelines to help designated public institutions with recruiting and training of French-speaking staff has begun. These will help government in meeting French-language service needs.

Section 3: Policy, regulatory, and administrative framework

Often, in order for changes to occur in government, policy or frameworks must be created and/or modified to include the development and delivery of French-language services. This shows a high level of commitment by designated public institutions to meet their obligations under the *French-language Services Act*. To do this effectively, consultation and continuous dialogue with the Acadian and francophone community is necessary to truly understand the service requirements.

Section 4: Consulting with the Acadian and francophone community

A greater number of designated public institutions sought to consult the Acadian and francophone population in the past year. On-line petitions, surveys, or discussion papers in French, videoconferencing, simultaneous interpretation or using French-speaking facilitators are some of the ways that were used to encourage and ensure participation of the Acadian and francophone community during consultations. Meetings with members of the public to discuss issues on provincial economic growth, students with special needs, energy, workforce mobility, and natural resources took place.

We will continue to see growth in this area with the development of consultation guidelines for designated public institutions to consider when preparing for consultations. These steps will contribute to greater citizen engagement and a better understanding of specific needs.

Section 5: Development, planning, and delivery of French-language services

Designated public institutions included in their French-language Services Plans for 2008-2009 a report on progress during the previous year (2007-2008). Significant changes were made in some departments in regard to calls for proposals, legal procedures, and welcoming of new employees. A new highly secure, bilingual birth certificate was made available to the public. Funding from various departments, offices, and agencies played a fundamental role in assisting many Acadian and francophone community-based organizations including school-community centres. In the past year there has been a significant shift in the content of the French-language service plans from planning of services to actual delivery. We are confident that the availability of services will continue to grow.

Section 6: Preservation and growth of the Acadian and francophone community

Contributing to the preservation and growth of the Acadian and francophone community is performed in unique ways by each participating department, office, and agency. In 2007-2008, contributions were focused in the areas of culture, sport, workforce, legal services, access to information, and tourism. This objective of the *French-language Services Act* ensures that resources are provided to the Acadian communities for sustainable development thus contributing to their self-determination.

Section 7: Other activities or projects

This section includes specific activities carried out by departments, offices, and agencies in the areas of fine arts, economic development, statistical information, literacy, health services, and legal services. As we can see, French-language services touch all aspects of life from cradle to grave.

Thoughts for the future

The substantive and measurable improvements in French-language services offered by the Government of Nova Scotia are visible and tangible. Designated public institutions individually plan and develop their services based on priorities and needs which they have identified, and resources available. A corporate strategy for French-language services guides the process and the French-language Services Coordinating Committee works to implement it through horizontal collaboration. Collectively, as a government, these achievements are to be celebrated, but there is still work to do and the future is promising.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Responding to public requests for information or for communicating in French.

Department, Office or Agency	Specific Achievements
Agriculture / Fisheries and Aquaculture	<ul style="list-style-type: none"> Developed a profile of staff's French capacity and posted it at reception.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Curatorial staff were interviewed in French by the francophone versions of CBC TV and CBC radio on several occasions during our <i>Arena: the Art of Hockey and Marilyn: Life as a Legend</i> exhibitions.
Community Services	<ul style="list-style-type: none"> Written and on-line public inquiries are accepted and responded to in French.
Communications Nova Scotia	<ul style="list-style-type: none"> <i>Bonjour!</i> display packages distributed to all communications offices to encourage response to public inquiries in French.
Economic Development	<ul style="list-style-type: none"> Established a fully-operational regional office in Church Point as of August 2007.
Education	<ul style="list-style-type: none"> System implemented to coordinate activities related to translation of documents for, or sent to, stakeholders, clients, and the general public.
Health Promotion and Protection	<ul style="list-style-type: none"> In development: internal process to facilitate written correspondence and verbal communication in French.
Health	<ul style="list-style-type: none"> Ensured a bilingual receptionist is present to answer calls from the public. In development: internal process to facilitate written correspondence and verbal communication in French.
District Health Authorities (DHAs)/IWK Health Center	<ul style="list-style-type: none"> Formal and informal guidelines are in place within DHAs/IWK Health Center to ensure appropriate French-language service is provided at SSDHA, SWNDHA, AVDHA, CEHHA, PCHA, GASHA, CBDHA, IWK. DHAs/IWK Health Center maintain a list of French-speaking staff and volunteers who agree to provide French-language services at SWNDHA, CEHHA, PCHA, GASHA, IWK.
Human Rights Commission	<ul style="list-style-type: none"> Identified staff with French-language capacity and responded to inquiries made by French-speaking complainants. Information on the <i>Human Rights Act</i> and complaint process is available in French.
Immigration	<ul style="list-style-type: none"> Implemented a procedure for responding to requests in French.
Intergovernmental Affairs	<ul style="list-style-type: none"> Written or verbal requests from the public to communicate in French are directed to the bilingual staff member. Translation services are provided by the Office of Acadian Affairs.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Responding to public requests for information or for communicating in French.

Department, Office or Agency	Specific Achievements
Justice	<ul style="list-style-type: none">• <i>Self-Represented Litigant</i> brochures available in French on department and Nova Scotia Court web sites.• <i>Fix Youth Crime</i> available in French on department web site.• <i>Correctional Programs and Services Adult Offenders Handbook and Fine Option Program Fact Sheet</i> available in French.• Purchased simultaneous translation booth and equipment.• Conduct court proceedings in French not covered by s. 530 Criminal Code of Canada as directed by the court.
Justice / Legal Aid	<ul style="list-style-type: none">• The Commission operates a 24-hour telephone duty counsel service providing free and immediate legal advice to persons who have been arrested or detained. The Commission maintains a list of French-speaking lawyers who are willing to provide such telephone duty counsel services in French.
Ombudsman	<ul style="list-style-type: none">• Identified staff with French-language capacity to respond to requests and inquiries in French. Use translation services for written inquiries.
Public Service Commission	<ul style="list-style-type: none">• Front line staff have been provided with instructions and support materials to assist them in responding to telephone calls from French-speaking members of the public.• A French-language point-of-contact has been identified to respond to verbal and written requests from the public. Backup staff members for this position have been identified and trained.
Seniors	<ul style="list-style-type: none">• <i>Senior Abuse Prevention e-Bulletin</i> is available in French.
Status of Women	<ul style="list-style-type: none">• Bilingual staff member responds to inquiries from francophone clients and conducts media interviews as requested.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Identified staff members able to respond to phone or in-person inquiries in French.• Notified senior management staff regarding procedure for written and verbal correspondence in French.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Steps taken to make members of the public aware that services are available in French (e.g. using Bonjour! materials, media releases, advertising campaigns).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> • Various activities were undertaken to inform the Acadian and francophone community about government's strategic plan for providing French-language services including a province-wide tour with the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE) to meet community leaders and an advertising campaign and visual identification program called <i>Bonjour!</i> The <i>Bonjour!</i> program allows the public to identify French-speaking government employees. • In 2007-2008, 400 <i>Bonjour!</i> lapel pins, over 800 program pieces (posters, desktop signs, program information cards, and brochures), 275 keyboard toolbars for French accents, and 180 flip chart information tools were distributed to 10 departments or other public institutions for distribution to their staff. The Department of Health also distributed materials to District Health Authorities. By the end of 2007-2008, 27 designated public institutions had received materials.
Agriculture / Fisheries and Aquaculture	<ul style="list-style-type: none"> • Posted <i>Bonjour!</i> symbol to department web site to identify French content. • Ensured advertising campaign for Select Nova Scotia included French news releases and logos. • Ensured newsletters regarding the <i>Agriculture Policy Framework Renewal</i> were available in French.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> • Acquired a <i>Bonjour!</i> toolkit and use it at reception area when bilingual staff members are present.
Community Services	<ul style="list-style-type: none"> • Distributed 44 French-language <i>Mission, Vision and Values</i> plaques which were displayed in 23 departmental offices. • Integrated French-language into departmental client service initiatives such as client suggestion boxes, and waiting area and telephone protocols.
Communications Nova Scotia	<ul style="list-style-type: none"> • Distributed 155 news releases in French in 2007-2008 (increase from 55 in 2006-2007). • Advertising dollars spent with French-language media suppliers was \$50,342 in 2007-2008.
Economic Development	<ul style="list-style-type: none"> • Translated key department publications and posted them online. • Media overview includes <i>Le Courrier de la Nouvelle-Écosse</i> newspaper. • Posted <i>Bonjour!</i> signage at appropriate regional offices. • Distributed bilingual news releases regarding activities in Acadian and francophone communities. • Produced bilingual materials for events organized by the department including Celebrating Communities Conference.
Emergency Management Office	<ul style="list-style-type: none"> • Posted signage at reception desk indicating that bilingual services are available. • Modified department logo to include French text. Logo has been applied to vehicles, jackets, shirts, letterhead, and presentations. • Continuing to develop brochures for public use in French.
Health Promotion and Protection	<ul style="list-style-type: none"> • Gave presentation on French-language services during <i>Mini Colloques</i> which are organized by <i>Réseau Santé Nouvelle-Écosse</i>. • Participated at Provincial Health Forum organized by <i>Réseau Santé</i>.
Health	<ul style="list-style-type: none"> • Gave presentation on French-language services during <i>Mini Colloques</i> which are organized by <i>Réseau Santé Nouvelle-Écosse</i>. • Participated at Provincial Health Forum organized by <i>Réseau Santé</i>.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Steps taken to make members of the public aware that services are available in French (e.g. using *Bonjour!* materials, media releases, advertising campaigns).

Department, Office or Agency	Specific Achievements
Health Continued	<ul style="list-style-type: none">• Posted <i>Bonjour!</i> symbol on department web site to identify French-language services.• Distributed bilingual news releases on topics such as patient safety, and personal directives legislation.• The Continuing Care Branch has actively promoted the <i>Bonjour!</i> campaign to its staff members, Department of Health-funded nursing homes, residential care facilities, Community Based Options and contracted home care and nursing service providers to encourage them to self-identify and work with their patients and patient families in French. Distributed approximately 110 <i>Bonjour!</i> materials to District Health Authorities and Department of Health employees.
District Health Authorities / IWK Health Center	<ul style="list-style-type: none">• Published all 10 French-language Services Plans on district/IWK Health Center web sites.• Displayed <i>Bonjour!</i> button on DHAs/IWK Health Center website – AVDHA, SWNDHA.• Promoted <i>Bonjour!</i> program to management and staff.
Human Rights Commission	<ul style="list-style-type: none">• Distributed bilingual news releases and posters for events such as International Human Rights Day.• Distributed bilingual brochures at approximately 15 training workshops throughout the province.
Immigration	<ul style="list-style-type: none">• Gave various presentations in French to the Acadian and francophone community to increase awareness about the advantages of immigration and the programs offered by the office: <i>Alliance française</i> (Halifax, July 5), Belgian farmers (NS Agricultural College in Truro, July 6), business leaders (Tusket, September 20), foreign students (Church Point, October 10), business leaders (Halifax, October 11), Francophone Conference on Regionalization (Church Point, November 2), information session for regional immigration coordinators from la <i>Fédération acadienne de la Nouvelle-Écosse</i> (Halifax, February 1).• Staff have participated in a few interviews with francophone media.
Justice	<ul style="list-style-type: none">• Provided <i>Bonjour!</i> toolkits to employees as needed.• Displayed <i>Bonjour!</i> posters in Justice Centres.• Printed <i>Self-Represented Litigant</i> bilingual bookmarks and inserted these in two francophone newspapers. Provided bookmarks to Justice Centres, French Community Centres, <i>AJEFNÉ</i>, and Military Family Resource Centres for distribution to the public.
Nova Scotia Business Inc.	<ul style="list-style-type: none">• Issued bilingual news release to Chéticamp media regarding client expansion in the community.• Issued bilingual invitations to Clare and Yarmouth regions to solicit participation in consultations for the development of the corporation's five-year plan.
Ombudsman	<ul style="list-style-type: none">• Four staff members display the <i>Bonjour!</i> sign.• Advertisements are placed in French newspapers when community outreach visits are held in Francophone communities.
Seniors	<ul style="list-style-type: none">• Released a province-wide, bilingual Call for Proposals for grant funding opportunities related to the Positive Aging Fund and Age-Friendly Communities Program. This was accompanied by a bilingual news release.• Aired bilingual radio announcements regarding the Senior Abuse Prevention Strategy.• Posted a French-language television advertisement on the department's web site which focused on senior abuse.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Steps taken to make members of the public aware that services are available in French (e.g. using Bonjour! materials, media releases, advertising campaigns).

Department, Office or Agency	Specific Achievements
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Advertised launch of new bilingual birth certificate program through news releases and advertising in <i>Progrès</i> magazine.• Posted <i>Bonjour!</i> logo to the department home page to increase the visibility of on-line services in French.
Status of Women	<ul style="list-style-type: none">• Conducted interviews with French media, typically at the time of release of a publication or of an Advisory Council on the Status of Women event.• Gave a presentation on <i>Manuel du Soignant</i>, a guidebook for Caregivers in Nova Scotia during the annual general meeting of the <i>Fédération des femmes acadiennes de la Nouvelle-Écosse</i>.• Publish articles of interest in French in the Advisory Council's bi-weekly electronic newsletter, <i>NewsBytes</i>.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Advertised availability of 511, the bilingual Road Condition reporting system, in French.• In February 2008, the department launched a campaign in French and English to increase public awareness of changes to the <i>Motor Vehicle Act</i> that prohibit the use of hand-held cell phones and text messaging devices while driving.• Announced major initiatives related to road safety in French and English, including the launch of the Integrated Impaired Driving Enforcement Unit pilot project in Southwestern Nova Scotia (December 2007) and a caution to drivers at the beginning of the summer road construction season (June 2007).

Area of Improvement

Internal communications (e.g. newsletters, communication of French service plans, Intranet).

Department, Office or Agency	Specific Achievements
Agriculture / Fisheries and Aquaculture	<ul style="list-style-type: none">• Produced translation guide for managers and operational units• Posted French-language guidelines on new intranet site, with links to French content.
Community Services	<ul style="list-style-type: none">• Promoted French-language Services in departmental newsletter, desk top publication, and intranet site.• Offered presentations on French-language Services to entire Head Office staff and during Orientation Session for new department staff.
Economic Development	<ul style="list-style-type: none">• Hosted bi-weekly informal opportunities for staff to practice French.• Published French-language Services Plan for 2007-2008 in both languages and posted them on department's website.
Education	<ul style="list-style-type: none">• Posted the department's first French-language Services Plan in both languages on the department's website.• Distributed bilingual announcements and news releases. These are shared by e-mail with staff members.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Internal communications (e.g. newsletters, communication of French service plans, Intranet).

Department, Office or Agency	Specific Achievements
Emergency Management Office	<ul style="list-style-type: none">• Included strategy for French-language services within department's business plan.• Individual performance agreements have stressed importance of French-language training or development.
Health Promotion and Protection	<ul style="list-style-type: none">• Posted a message on the front page of the intranet announcing the new position of French-language Services Coordinator and a description of French-language services.• Email sent from deputy minister to ask staff to review the first French-language Services Plan on the internet site. This plan is posted in French and English.• Translated Public Health monthly newsletter.• Included section describing French-language services in orientation package for new employees.
Health	<ul style="list-style-type: none">• In development: section describing French-language services in orientation package for new employees.• Posted French-language Services Plan on department website.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none">• French patient education materials available on library services searches – SWNDHA, CDHA.• Developed French-language Services communication plan to promote awareness of services offered in French; to encourage collaboration with the French-speaking population served by the district; and to encourage staff to communicate their French-language needs – CBDHA.
Immigration	<ul style="list-style-type: none">• Posted 2007-2008 French-language Services Plan on the office web site.
Justice	<ul style="list-style-type: none">• Distributed French-language Action Plan.• Translated and posted French-language Action Plan in French and English on department website.
Justice/Legal Aid	<ul style="list-style-type: none">• Legal Aid has completed a French-language Action Plan for 2008-2009. In the future, Legal Aid will incorporate their Plan with the Department of Justice Action Plan.
Ombudsman	<ul style="list-style-type: none">• Advised all staff of the department's French-language Services Plan.
Seniors	<ul style="list-style-type: none">• Published French-language Services Plan for 2007-2008 in both languages and posted it to the department's web site.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Provided information on French-language services and the requirements of the Act to staff during the department's open house in October of 2007.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Signage (e.g. road and highway, building or office, information, posted warnings).

Department, Office or Agency	Specific Achievements
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> • Displayed bilingual information in the Maud Lewis folk art gallery.
Economic Development	<ul style="list-style-type: none"> • Posted <i>Bonjour!</i> signage at appropriate regional offices.
Emergency Management Office	<ul style="list-style-type: none"> • Included new bilingual logo on all new signage. Newly-acquired trailers will display new logo.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> • Maintained existing French signage in health care facilities (patient information kiosks, floor directories, entrance/destination signs) – CDHA. • Displayed French “Breastfeeding Welcome” and “Family Friendly Breastfeeding pledge” signs in the Public Health Services offices and community partner offices – SWNDHA. • Displayed French signage in main hospital entrances – SWNDHA (regional hospital), SSDHA, AVDHA (Chipman Building). • Displayed French Code of Conduct and district <i>Mission, Vision and Values</i> plaques in six AVDHA sites. • Posted French Code of Conduct signs – CBDHA • Purchased international symbol, bilingual signs for emergency departments – CBDHA • Completed hand washing stickers and no smoking bilingual signage – CBDHA
Justice	<ul style="list-style-type: none"> • Reviewing signage issue regarding the Court Services Division. • French Services Coordinator collecting information from the facility manager regarding processes to develop and acquire bilingual signs for Court Services Division facilities.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

New bilingual or French-language resources (publications).

Department, Office or Agency	Specific Achievements
Agriculture/Fisheries and Aquaculture	<ul style="list-style-type: none"> Produced two new fisheries and aquaculture innovations brochures in French and English.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Published two bilingual exhibition catalogues in 2007-2008 for the <i>Graeme Patterson: Woodrow</i> exhibition and the <i>Sobey Art Award</i>. Related communications materials were also bilingual. A new bilingual publication on the art of artist Lucie Chan is planned for this year.
Community Services	<ul style="list-style-type: none"> Translated major publications such as <i>Weaving the Threads: A Lasting Social Fabric</i>, <i>Our Kids Are Worth It</i> brochure and <i>Emergency Preparedness Manual</i>.
Economic Development	<ul style="list-style-type: none"> Translated Community Development Policy and posted on the department web site. Published the community development policy training modules in both languages and posted them to the department web site.
Education	<ul style="list-style-type: none"> Held meetings with communications staff on a regular basis to review publications and documents. Determined, where warranted, which documents should be translated. Issued new reports in both languages including <i>Rapport et recommandations du comité chargé d'étudier la formation des enseignants en Nouvelle-Écosse</i> and <i>Vérification des tâches d'enseignement</i>.
Emergency Management Office	<ul style="list-style-type: none"> Bilingual emergency preparedness literature and 911 videos available; working with Acadian Affairs to translate brochures and information packages for distribution to the public.
Environment and Labour	<ul style="list-style-type: none"> Translated a number of key documents including <i>Discussion Paper on the Water Strategy</i> and <i>Information Brochure on e-Waste</i>.
Energy	<ul style="list-style-type: none"> Published the <i>Energy Strategy</i> consultation document in French.
Health Promotion and Protection	<ul style="list-style-type: none"> Translated several documents regarding public health, addiction and physical activity and recreation. Volunteerism has translated several documents and presented French certificates at a volunteer award ceremony.
Health	<ul style="list-style-type: none"> Translated several documents for the department's core program areas including Continuing Care, Mental Health, and Cancer Care. Continuing to expand the Child Safety Link web site. Patient information will be posted in French.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

New bilingual or French-language resources (publications).

Department, Office or Agency	Specific Achievements
District Health Authorities/IWK Health Center	<ul style="list-style-type: none">• Materials and resources on diabetes, addiction, renal dialysis, pain management, rehabilitation and stroke program services available in French – SWNDHA.• Translated materials and resources regarding healthy eating, how to use and inhaler, and pre-admission consent forms for day surgery – CBDHA.• Continuing to expand patient and family materials in French including <i>Family Information Booklet</i>, various consent forms, brochures and pamphlets, and components of the Health Centre’s annual report to the community – IWK.
Human Rights Commission	<ul style="list-style-type: none">• Translated annual report.• Printed and made available all seven information pamphlets and the <i>Human Rights Act</i> in French.• Translated <i>Plan for Investigation and Resolution of Aboriginal Complaints</i>.
Immigration	<ul style="list-style-type: none">• Request form and <i>Immigration Settlement Program Funding Guidelines</i> are available in French.• Translated forms and guides for workers in family-owned businesses.
Justice	<ul style="list-style-type: none">• Correctional Services printed <i>Adult Offenders Handbook</i> in French.• Victim Services distributed its bilingual brochures to its regional offices.• Provincial Firearms Office provides bilingual information brochures to the public.
Justice/Legal Aid	<ul style="list-style-type: none">• The Commission prepared a bilingual <i>Telephone Duty Counsel Manual</i> to assist lawyers who handle telephone duty counsel calls.
Natural Resources	<ul style="list-style-type: none">• A number of parks-related print material was available in French for the 2007 season.• Prepared updated reservation postcards, provincial park listing brochure, and registration booklet in French or with some French content, for use in the 2008 park season.
Ombudsman	<ul style="list-style-type: none">• Prepared a bilingual 2006-2007 annual report. Information brochures and posters are available in French.
Review Office - FOIPOP	<ul style="list-style-type: none">• Printed and distributed a bilingual bookmark to the public.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

New bilingual or French-language resources (publications).

Department, Office or Agency	Specific Achievements
Seniors	<ul style="list-style-type: none">• Translated the <i>Health Literacy for Older Adults Manual</i> to support a literacy program in Chezzetcook.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Translated and published Residential Tenancies Renting Guides:<ul style="list-style-type: none">» <i>Renting: A Guide for Tenants</i>» <i>SMARTenants Renting Guide: For Students Living Off-Campus</i>» <i>Exploring your Options</i>» <i>Mediation and Hearings</i>» <i>After the Hearing: What Now?</i>» <i>Renting in a Mobile Home Park</i>
Status of Women	<ul style="list-style-type: none">• New publications available in French:<ul style="list-style-type: none">» <i>Guide-ressources pour filles</i>» <i>Manuel du soignant : Une main tendue aux familles et aux amis qui fournissent des soins en Nouvelle-Écosse.</i>» <i>30 Voix</i>, a bilingual 2008 calendar featuring quotes from 30 Nova Scotia women.• Revised/New Editions:<ul style="list-style-type: none">» <i>Changer pour le mieux : un livre pour les femmes victimes de violence – 2007</i> (Fourth edition, revised)» <i>Des votes pour les femmes : Un guide politique</i> (third edition).
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Translated information related to the child booster seat campaign.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

New online resources in French (Items from the previous section could also be available on-line but this section focuses on major pieces of information or data, navigation tools, website improvements, or services available on-line).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> Posted list of French-language services coordinators on its web site.
Agriculture / Fisheries and Aquaculture	<ul style="list-style-type: none"> Posted general food safety information on its web site.
Community Services	<ul style="list-style-type: none"> Members of the public are now able to contact the department on-line in both French and English.
Economic Development	<ul style="list-style-type: none"> Posted bilingual <i>Opportunities for Sustainable Prosperity</i> and the community development policy training modules on its web site.
Emergency Management Office	<ul style="list-style-type: none"> Department website currently under a complete retooling; French component a serious consideration as funding permits.
Environment and Labour	<ul style="list-style-type: none"> Posted <i>Discussion Paper on the Water Strategy</i> and <i>Information Brochure on e-Waste</i> on its web site.
Health Promotion and Protection	<ul style="list-style-type: none"> Created a new web page including a recent list of French documents and material. The <i>Bonjour!</i> button on the web site links to this information.
Health	<ul style="list-style-type: none"> Created a new web page including a recent list of French documents and material. The <i>Bonjour!</i> button on the web site links to this information.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> Maintained and updated patient education materials in French. These materials are available on-line – CDHA, SWNDHA, IWK. The Patient Services Directory is available in French on two district web sites – SWNDHA, SSDHA. The Directory of French Speaking Primary Health Care Providers links to various District Health Authorities web sites. The district map, mission, vision, values and patient safety information are available on-line in French – CBDHA.
Human Rights Commission	<ul style="list-style-type: none"> Posted all information pamphlets and <i>Human Rights Act</i> in French and English on its website.
Immigration	<ul style="list-style-type: none"> Launched its new web site in 2007 and posted key documents and forms in French and English.
Intergovernmental Affairs	<ul style="list-style-type: none"> Completed the translation of parts of its web site.
Justice	<ul style="list-style-type: none"> Posted <i>Self-Represented Litigant</i> brochures in French the department and Nova Scotia Court web sites. Posted bilingual forms regarding the Provincial Firearms Office (pursuant to the <i>Firearms Act</i>) on the department website. Posted the <i>Adult Offenders Handbook and Fine Option Program Fact Sheet</i> in French on the department web site.

Continued

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

New online resources in French (Items from the previous section could also be available on-line but this section focuses on major pieces of information or data, navigation tools, website improvements, or services available on-line).

Department, Office or Agency	Specific Achievements
Ombudsman	<ul style="list-style-type: none">• Posted annual reports from 2004-2005 and onward in French on its web site.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Posted additional content in French to its web site:<ul style="list-style-type: none">» Residential Tenancies» Registry of Joint Stock Companies» Co-operatives Branch» Service Nova Scotia – Permits and Licenses• Added on-line service to allow the purchase of bilingual Democracy 250 license plates.• Introduced French business-specific services on-line such as BizPaL and the Registry of Joint Stock Companies – Company Name Search.
Status of Women	<ul style="list-style-type: none">• All Advisory Council publications are available on-line at www.women.ns.gov.ca
Tourism, Culture and Heritage	<ul style="list-style-type: none">• Developed a French version of the online resource <i>The Poison Plant Patch</i> or the <i>Jardin des plantes toxiques</i> for the NS Museum of Natural History.• Produced French versions of on-line listing of Festival and Events for Summer of 2007 and 2008.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Bilingual construction zone radio announcements are available on-line through www.gov.ns.ca/tran/constructionradioads.asp.

Area of Improvement

New automated services in French (e.g. interactive systems usable by telephone or through kiosks).

Department, Office or Agency	Specific Achievements
District Health Authorities/IWK Health Center	<ul style="list-style-type: none">• Introduced The Friendly Feeding Line (<i>Marraines d'allaitement maternel</i>) for breast-feeding mothers who live in Clare. The peer volunteers who operate the hotline are bilingual – SWNDHA.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none">• Introduced a bilingual Road Condition reporting system called 511. The hotline provides information in French and English.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 1: Communicating, sharing information, and promoting services available in French.

Area of Improvement

Reaching out to francophone audiences outside Nova Scotia (e.g. tourism campaigns, immigration recruiting, business promotion).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> Assisted with the hosting of tourism industry representatives from Louisiana. Regions of Acadiana, Louisiana, and Nova Scotia Acadians continue to cross-promote their respective areas.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Advertised in the French version of the <i>Doers' and Dreamers'</i> guide, the <i>Vie des Arts</i> and the <i>Ciel Variable</i>.
Community Services	<ul style="list-style-type: none"> Participated on an interprovincial committee (Nova Scotia, New Brunswick, and Prince Edward Island) for the Recruitment and Retention of Early Childhood Development Educators.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> District recruitment materials available in French for job fair held in Quebec and Ontario, in an effort to increase bilingual capacity in all health professions – SWNDHA, AVDHA
Immigration	<ul style="list-style-type: none"> Developed three brochures and two display pannels in French to aid in promotional endeavours abroad. Immigrant settlement material and guides for newcomers are available in French. Signed a memorandum of agreement with Citizenship and Immigration Canada to have access to \$20,550 in funds to support promotional activities directed at francophone immigration. Representatives from the office, the <i>Fédération acadienne de la Nouvelle-Écosse</i>, and the <i>Conseil de développement économique de la Nouvelle-Écosse</i> successfully participated in immigration trade shows in France, Belgium, and Tunisia in November 2007. Following these promotional activities abroad, the office received a large number of immigration requests from francophones living abroad. Some respondees chose to visit Nova Scotia to explore immigration possibilities while others settled here. During this process, these individuals had access to French-language services on behalf of the Office of Immigration.
Ombudsman	<ul style="list-style-type: none"> Advertised in French newspapers when community outreach visits were held in Francophone communities.
Tourism, Culture and Heritage	<ul style="list-style-type: none"> Promotion of Nova Scotia's Acadian regions as a tourism destination at activities such as <i>la Fête de l'été</i> in Québec City.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 2: Human Resources – Increasing government’s capacity for French-language services.

Area of Improvement

New bilingual positions created and filled, or new bilingual staff hired in specific positions responsible for providing services in French.

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> Hired a second translator in September. Created and filled a Senior Policy Analyst position.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Hired one full-time and two part-time front desk attendants who have French-speaking capacity. Some volunteers are bilingual and offer gallery tours in French.
Community Services	<ul style="list-style-type: none"> Created full-time French-language Services Coordinator position to enhance French-language Services to Acadian and francophone community. Added bilingual Regional Specialist position to the Child and Youth Strategy in Western Region.
Communications Nova Scotia	<ul style="list-style-type: none"> Hired two additional bilingual employees.
Economic Development	<ul style="list-style-type: none"> Continued to provide services in French in field offices operating in Yarmouth and Port Hawkesbury. Established a fully-operational office in Church Point as of August 2007.
Education	<ul style="list-style-type: none"> Took steps toward hiring a French-language Services Coordinator. Hired a bilingual Programs and Bursary officer.
Emergency Management Office	<ul style="list-style-type: none"> Hired new bilingual staff member, French-language skills promoted during recruitment of new staff.
Environment and Labour	<ul style="list-style-type: none"> Hired a bilingual Inspector Specialist for the Port Hawesbury District Office. Advertised three positions in which bilingualism was listed as an asset.
Health Promotion and Protection	<ul style="list-style-type: none"> Filled new full-time French-language Services Coordinator position.
Health	<ul style="list-style-type: none"> Posted department job postings in French on www.carreerbeacon.ca
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> Various DHAs offer services in French regarding mental health, addiction, public health, youth health, and acute care. Advertised positions as bilingualism preferred – SWNDHA. Contracted public relations specialists to implement communications aspects of the 2007-2008 French language services plan. Designated the position of Services Coordinator as bilingual Services Coordinator – IWK.
Immigration	<ul style="list-style-type: none"> Designated a Program Officer position as bilingual in January 2008 to ensure French-language service to francophones living outside the province and the country.

Continued

Section 2: Human Resources – Increasing government’s capacity for French-language services.

Area of Improvement

New bilingual positions created and filled, or new bilingual staff hired in specific positions responsible for providing services in French.

Department, Office or Agency	Specific Achievements
Justice	<ul style="list-style-type: none">• Two French-speaking employees in Court services.• One French-speaking probation officer in Correctional Services.
Ombudsman	<ul style="list-style-type: none">• All job postings list bilingualism an asset.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Added bilingual staff in the Business Registration Unit to serve business clients. These services include:<ul style="list-style-type: none">» Business name search and reservation,» Registration and renewal of Sole Proprietorship, Partnership, Corporation,» Business Incorporation, Co-operative Incorporation, Credit Union,» Incorporation, Society Incorporation and Registration.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 2: Human Resources – Increasing government’s capacity for French-language services.

Area of Improvement

French-language training.

Department, Office or Agency	Specific Achievements
Various departments, offices, and agencies	<p>French-language training was made available to public servants in order to increase government’s capacity to serve the public in French.</p> <p>In 2007-2008, approximately 575 seats were used:</p> <ul style="list-style-type: none"> • This includes 20 seats provided by the Federal Council of Nova Scotia. • This does not include a number of government employees who attended courses during the winter of 2008 but which were not funded by Acadian Affairs. • Fees of nearly \$105,000 were paid with funding from the Canada/Nova Scotia Agreement on French-language Services. <p>A new initiative begun in March 2008 was a monthly French language <i>Dîner-causerie</i>, a lunch and learn event where public servants can participate in a French language conversation not related to formal training. Some departments have begun to host their own informal <i>dîners-causeries</i>.</p> <p>All of the departments, offices, and agencies listed in this report encourage their staff members to enrol in French-language courses. Nearly all of these groups have staff members who are currently completing different levels of French instruction. Once the staff member’s department has given consent for him or her to attend a course, the Office of Acadian Affairs funds the enrolment cost and the course is usually provided through a Université Sainte-Anne campus.</p> <p>Departments and their employees may choose to enrol a staff member in a French course to improve upon existing French-language communication skills or to provide specific terminology training that applies directly to the staff member’s work.</p>

Area of Improvement

Research (e.g. capacity or needs assessment related to human resources).

Department, Office or Agency	Specific Achievements
Community Services	<ul style="list-style-type: none"> • On-line staff survey included questions on staff members’ knowledge of French-language Services.
Health Promotion and Protection	<ul style="list-style-type: none"> • Developed French-language capacity survey for all department staff. Work on the survey is in progress.
Health	<ul style="list-style-type: none"> • Developed French-language capacity survey for all department staff. Capacity to be determined.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> • Examined and maintained the French-language capacity study of staff. Twenty-three percent of SWNDHA employees are French-speaking and 8 employees of CEHHA are French speaking.
Human Rights Commission	<ul style="list-style-type: none"> • Included question on other languages on self-identification survey for Equity Policy planning.
Justice	<ul style="list-style-type: none"> • Identified bilingual staff, administrative and presiding Justices of the Peace for linguistic purposes.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 2: Human Resources – Increasing government’s capacity for French-language services.

Area of Improvement

Policies, guidelines or procedures implemented which affect human resources (e.g. recruiting, hiring, language requirements, testing).

Department, Office or Agency	Specific Achievements
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> • AGNS considers bilingualism an asset for all new positions.
Economic Development	<ul style="list-style-type: none"> • Listed French-language requirements in job requirements for the appropriate regional offices.
Health Promotion and Protection	<ul style="list-style-type: none"> • Conducted part of the interview for French-language Services Coordinator in French. A representative from the Acadian and francophone community participated on the interview panel. • Review internal policy to include French-language training in performance management. • Developed Human Resource Strategy in collaboration with the Department of Health which included learning tools and opportunities, and visibility and promotion. • Developed criteria for French-language training, survey on French-language capacity, and hiring policy.
Health	<ul style="list-style-type: none"> • Reviewing internal policy to include French-language training in performance management. • Developed Human Resource Strategy in collaboration with the Department of Health Promotion and Protection which included learning tools and opportunities, and visibility and promotion. • Developed criteria for French-language training, survey on French-language capacity, and hiring policy.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> • Mental Health Services job postings will list bilingualism as an asset – SWNDHA. • Public Health job postings based in Meteghan will list bilingualism is required – SWNDHA. • Reviewing VIP ALERT procedure. This alert will notify admitting staff of the need for interpreter services when a person is admitted. Interpreter services will allow better communication with the patient and his or her family – IWK. • Incorporated <i>Bonjour!</i> program in staff orientation – SWNDHA, CDHA, SSDHA, CEHHA. • Mental Health test now available in French for Mental Health Services staff – SWNDHA.
Human Rights Commission	<ul style="list-style-type: none"> • Included French-language fluency as an asset in the Junior Human Rights Officer summer job posting.
Justice	<ul style="list-style-type: none"> • A Probation Officer, two Justices of the Peace and one Justice Officer II tested at <i>Université Sainte-Anne</i> to evaluate their abilities in the French language.
Public Service Commission	<ul style="list-style-type: none"> • Recruitment began for a Policy Analyst responsible for coordinating the development and implementation of appropriate human resource guidelines and policies to help advance delivery of French language services for all provincial departments and agencies.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 3: Policy, regulatory, and administrative framework.

Area of Improvement

Policy changes and legislation (Changes made to policies, regulations or legislation which contribute to increasing or improving services in French).

Department, Office or Agency	Specific Achievements
Education	<ul style="list-style-type: none"> Adopted the department's French-language Services Plan and shared it with all senior management and staff.
Environment and Labour	<ul style="list-style-type: none"> Identified program areas in which to increase French-language service delivery from 2007 to 2009: electronic wastes, water strategy discussion paper, and violence in the workplace training. Included French-Language Services Plan in department's business plan.
Health	<ul style="list-style-type: none"> All three requests for exceptions to the First Available Bed policy for French-speaking Nova Scotians were approved.
District Health Authorities/IWK Health Center	<ul style="list-style-type: none"> Addiction Services plans to continue to develop substance use and gambling school policies with CSAP – SWNDHA Recruitment policy states that bilingual candidates will be given preference in the hiring process for Sacred Heart Community Health Centre in Cheticamp – CBDHA. Implemented a policy called the <i>Interpretation of Languages</i> to support the delivery of French-language services – IWK.
Immigration	<ul style="list-style-type: none"> Officially designated a Program Officer position as bilingual in January 2008.
Justice	<ul style="list-style-type: none"> Prepared, approved, and implemented <i>French-language Training Policy and Operational Needs Table</i>.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 3: Policy, regulatory, and administrative framework.

Area of Improvement

Structure/infrastructure changes made to improve capacity to offer French-language services (e.g. existence of internal French-language services committees and achievements, information or systems management changes).

Department, Office or Agency	Specific Achievements
Community Services	<ul style="list-style-type: none"> • Opened new satellite office opened in the Clare region.
Health	<ul style="list-style-type: none"> • Acadian and francophone culture represented by FLS Coordinator on department Diversity Committee and Provincial Primary Health Care Network committee.
District Health Authorities / IWK Health Center	<ul style="list-style-type: none"> • Acadian and francophone culture incorporated in <i>Diversity & Social Inclusion initiative</i> – SSDHA, SWNDHA, CEHHA, CBDHA
Justice	<ul style="list-style-type: none"> • Department of Justice Departmental and Divisional French-language Services Committees meet quarterly to discuss French-language issues. • A committee was established by Court Services to develop a recruitment strategy to attract French-speaking staff members. This strategy included listing job postings for bilingual positions and developing opportunities for staff identified as French service providers.
Justice/ Public Prosecution Services (PPS)	<ul style="list-style-type: none"> • PPS Management has asked three of its members to prioritize which of its publications should be translated. Translated publications will be available to the public. • PPS Management has asked three of its members to develop a French-language Communication Directive.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none"> • Initiated internal policy to launch French and English web sites for new programs at the same time.
Transportation and Infrastructure Renewal	<ul style="list-style-type: none"> • Established an internal French-language Service Committee to help identify opportunities for French-language service delivery in the Department.
Voluntary Planning	<ul style="list-style-type: none"> • Supported staff to participate in French-language Services working groups.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 4: Consulting with the Acadian and francophone community.

Area of Improvement

Public consultations which provided services in French (e.g. discussion papers, simultaneous interpretation, website information, French or bilingual facilitators, questionnaires).

Department, Office or Agency	Specific Achievements
Community Services	<ul style="list-style-type: none"> Conducted Poverty Reduction Strategy Survey in French and English.
Economic Development	<ul style="list-style-type: none"> Continued consultation with the francophone community regarding the implementation of the updated provincial economic growth strategy, <i>Opportunities for Sustainable Prosperity</i>. Continued to engage and collaborate with regional development agencies (RDAs) and stakeholders in the Acadian communities to develop and implement economic development initiatives.
Education	<ul style="list-style-type: none"> Conducted one bilingual public meeting regarding Services for Students with Special Needs at École du Carrefour (Dartmouth). Videoconferencing was provided by École secondaire de Clare and École Beau-Port (Arichat). Placed ads in French promoting the consultations in the Chronicle Herald and Le Courrier and on CIFA and CKJM French radio stations.
Energy	<ul style="list-style-type: none"> Held at least one public workshop on the <i>Energy Strategy</i> in a French community and gave residents the opportunity to make submissions in French.
Health Promotion and Protection	<ul style="list-style-type: none"> Provided simultaneous translation services to the Health Promotion School conference and the Atlantic Summer Institute for Healthier and Safer communities.
Health	<ul style="list-style-type: none"> Provided simultaneous translation services to <i>Réseau Santé Nouvelle-Écosse</i> Provincial Forum on Health Promotion for francophone minority communities.
Immigration	<ul style="list-style-type: none"> In collaboration with the Department of Education, held consultation sessions with francophone community stakeholders to find solutions for workforce mobility between provinces and to find solutions for recognizing competencies acquired abroad. The goal was to facilitate professional recognition by associations and professional societies for people educated and trained outside of Nova Scotia and to help newcomers find work in Nova Scotia in their preferred fields. Held consultations with regional development authorities, including the <i>Fédération acadienne de la Nouvelle-Écosse</i>, to reinforce procedures and the selection criteria for nominees under the Nova Scotia Nominee Program.
Justice	<ul style="list-style-type: none"> Initiated public on-line petition in French, a petition directed toward the government of Canada to strengthen the <i>Youth Criminal Justice Act</i>. <i>Personal Directives Act</i> – The discussion document, and <i>Planning for the Future</i> outline the purpose of the proposed legislation and how it would operate.
Natural Resources	<ul style="list-style-type: none"> Received government approval on May 1, 2007 to proceed with a three-year, three-phase process to develop a new natural resources strategy. The strategy is expected to be completed in the spring of 2010 and will include four key components: forests, minerals, parks, and biodiversity. Voluntary Planning was the lead for the initial public engagement phase. During 2007 – 08, advertisements were placed in <i>Le Courrier</i> seeking members to serve on the Natural Resources Citizen Engagement Committee. Public communications on the project were provided in both English and French. Preparation also took place for the actual public consultation sessions that were scheduled for early in 2008-09, with three sessions to be conducted in French. These sessions were: Tusket (May 20, 2008), Saulnierville (May 21, 2008) and Chéticamp (May 27, 2008).

Continued

Section 4: Consulting with the Acadian and francophone community.

Area of Improvement

Public consultations which provided services in French (e.g. discussion papers, simultaneous interpretation, website information, French or bilingual facilitators, questionnaires).

Department, Office or Agency	Specific Achievements
Ombudsman	<ul style="list-style-type: none">• Community Outreach included visits to francophone communities. Advertised in francophone newspapers to announce consultations.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Developed online survey to gauge customer satisfaction with department's online French services.
Tourism, Culture and Heritage	<ul style="list-style-type: none">• Produced a French version of the Heritage Strategy for Nova Scotia following public consultations <i>Un riche passé, un avenir précieux: Une stratégie du patrimoine pour la Nouvelle-Écosse 2008-2013</i>.
Voluntary Planning	<ul style="list-style-type: none">• Mandated to undertake a province-wide citizen engagement process leading to the development of a provincial natural resources strategy. Posted ads in the French-language <i>Le Courrier</i>, inviting expressions of interest to serve on the Natural Resources Citizen Engagement Committee. Issued news releases in French and English seeking volunteers and announcing their selection; posted news releases on the government and Voluntary Planning web sites. Initiated plans for community meetings to be conducted in French in three Acadian communities in May 2008.

Area of Improvement

Consultation or dialogue with Acadian and francophone stakeholders in order to identify needs.

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none">• In cooperation with the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE), the office met with leaders in the Acadian and francophone community across the province to promote the availability of services in French and to obtain feedback on delivery and usage issues.• Coordinated meeting of the <i>Conseil jeunesse provincial de la Nouvelle-Écosse</i> and several departments and offices.• Invited organizers of the <i>Jeux de l'Acadie Finale 2008</i> to attend a French-language Services Coordinating Committee meeting.• Attended annual general meetings of various community organizations and made presentations on government's strategic plan to deliver services in French to the <i>Fédération des parents acadiens de la Nouvelle-Écosse</i>, the <i>Fédération acadienne de la Nouvelle-Écosse</i> and the <i>Regroupement des aînés et des aînées de la Nouvelle-Écosse</i>.
Community Services	<ul style="list-style-type: none">• Held meetings with Early Childhood Centre operators and government partners (Education, CSAP, CPRPS, FPANE, <i>Université Sainte-Anne</i>) to address recruitment and retention of Early Childhood Educators.
Economic Development	<ul style="list-style-type: none">• Conducted consultations with the Acadian and francophone communities to help develop community development policy training modules.
Education	<ul style="list-style-type: none">• Met with community groups, school board coordinators and the general public to identify priority areas within the department to provide French-language services.

Continued

Section 4: Consulting with the Acadian and francophone community.

Area of Improvement

Consultation or dialogue with Acadian and francophone stakeholders in order to identify needs.

Department, Office or Agency	Specific Achievements
Emergency Management Office	<ul style="list-style-type: none">• The department engages all Acadian and francophone communities.
Health Promotion & Protection	<ul style="list-style-type: none">• Worked closely with <i>Réseau Santé Nouvelle-Écosse</i> to assist them in their efforts to provide better access to French-language Health services.
Health	<ul style="list-style-type: none">• Work closely with <i>Réseau Santé Nouvelle-Écosse</i> to assist them in their efforts to provide better access to French-language Health services for Acadian and francophone communities.
District Health Authorities / IWK Health Center	<ul style="list-style-type: none">• The Youth Health Centre working group included representatives for the Clare and Argyle area – SWNDHA• Consulted <i>Réseau Santé Nouvelle-Écosse</i> – SWNDHA• Encouraged Acadians and Francophones to participate in community consultation and activities, and as members of district committees and community health boards – CEHHA• French-speaking youths served on the advisory committee for the youth health center – GASHA• Consulted <i>Réseau Santé</i> to offer seniors education days in French – CBDHA• The needs of the Acadian and francophone community were included in the North Inverness Community Health Board survey which had a sample size of 336 participants – CBDHA• <i>École NDA</i> students consulted for the Health Promoting Schools survey – CBDHA
Human Rights Commission	<ul style="list-style-type: none">• Conducted community outreach to Acadian and francophone community organizations to participate in events such as the International Human Rights Day.
Immigration	<ul style="list-style-type: none">• Worked with its community partners to elaborate on a strategy for recruiting immigrants, attracting them to Acadian and francophone areas, and ensuring their successful settlement.• A representative from the office attends meetings of the Steering Committee on Francophone Immigration in Nova Scotia.
Justice	<ul style="list-style-type: none">• Consulted with AJEFNÉ (<i>L'Association des juristes d'expression française</i>) and FANE (<i>Fédération acadienne de la Nouvelle-Écosse</i>) to prioritize the translation of Court Services web site content.• Consulted with AJEFNÉ and the Departmental French-language Services Committee to discuss the French Hearings Protocol.
Justice/Legal Aid	<ul style="list-style-type: none">• In February 2008, the Commission met with AJEFNÉ to discuss the needs of the Acadian and francophone community with respect to the provincial justice system.
Seniors	<ul style="list-style-type: none">• Held preliminary discussions with RANE (<i>Regroupement des aînées et aînés de la Nouvelle-Écosse</i>) and <i>Réseau Santé Nouvelle-Écosse</i> to discover how best to consult with Acadian seniors.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 5: Development, planning, and delivery of French-language services.

Area of Improvement

Developing and adapting programs to provide services in French (e.g. new initiatives, adaptation of previously existing programs or services).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> In 2007-2008, 17 departments or public institutions received a total of nearly \$922,000 for 66 projects. This included \$300,000 provided to Service Nova Scotia and Municipal Relations for the implementation of new online services and the maintenance of direct services in French. These funds are from the Canada – Nova Scotia Agreement on French language services and are matched by designated public institutions.
Health Promotion & Protection	<ul style="list-style-type: none"> Translated the grant forms available for community organizations involved in physical activity, and sport and recreation. Translated the Curriculum Question of Influence which will be available to CSAP teachers – Addiction Services.
Health	<ul style="list-style-type: none"> Updated and revised a cervical cancer program for CSAP schools. Documents included a presentation and resources for teachers and grade 9 students in francophone schools.
District Health Authorities /IWK Health Center	<ul style="list-style-type: none"> Education and awareness for breast health initiatives piloted in French – GASHA.
Human Rights Commission	<ul style="list-style-type: none"> Increasing capacity of staff to provide all levels of response in French including at the inquiry/intake, investigation, and mediation stages of the complaint process.
Justice	<ul style="list-style-type: none"> French Hearings Protocol finalized and included in the Provincial Court Manual. New employees provided with Justice Legal terminology Lexicon, <i>Bonjour!</i> toolkit and dictionaries. Justice employees provided with the Web link BonPatron.com, a text editor to assist with French correspondence.
Seniors	<ul style="list-style-type: none"> Released a province-wide Call for Proposals for grant funding opportunities related to the Positive Aging Fund and Age-Friendly Communities Program in both English and French.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none"> Introduced a new highly secure, bilingual birth certificate.

Area of Improvement

Research or needs assessment related to delivery of services (e.g. analysis of client intake, usage of service).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> A special 2-part project looking at the Perception of French-language Services was undertaken. The first part consisted of a research study regarding the French-speaking public's perception of French-language services and the barriers to using them. The second part included the development of a training module to inform public servants about the <i>French-language Services Act</i> and government's commitment to providing services in French. Analysis of survey results and implementation of the training module will continue in 2008-2009.

Continued

Section 5: Development, planning, and delivery of French-language services.

Area of Improvement

Research or needs assessment related to delivery of services (e.g. analysis of client intake, usage of service).

Department, Office or Agency	Specific Achievements
Community Services	<ul style="list-style-type: none">• 71 Community Services offices offer client suggestions boxes with bilingual comment cards.
Health	<ul style="list-style-type: none">• Actively supported project entitled <i>Amélioration des conditions de vie des personnes aidantes francophones dans les communautés francophones et acadiennes du Canada</i> for <i>Alliance des femmes de la francophonie canadienne</i>.• Actively supported project proposal entitled <i>Francophone Mental Health Services in Rural Nova Scotia: Language, Culture and Service Provision</i> coordinated by Dalhousie University.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• Initiated tracking of usage statistics for French services across delivery channels (in-person, telephone, online).• Performed requirements analysis for an enterprise web content management system to facilitate web production for both French and English web pages.

Area of Improvement

Services provided by third parties on behalf of government in French.

Department, Office or Agency	Specific Achievements
Community Services	<ul style="list-style-type: none">• Facilitated translation of Transition House web information.• Supported Child Care Information Services (CPRPS).
Finance	<ul style="list-style-type: none">• Nova Scotia's personal income taxes, corporate income taxes, and harmonized sales taxes are administered by the Canada Revenue Agency (CRA). All associated forms and correspondence are available through CRA in either French or English.• Although Nova Scotia provides its own statistical reports and publications, this data is provided to Statistics Canada for use in Federal / Provincial and Territorial statistical publications. All publications and reports prepared by Statistics Canada are available in French or English.
Justice	<ul style="list-style-type: none">• Interpreters in the Provincial Court for criminal matters.• Interpreters for certain Family matters.• Simultaneous translators as required at Supreme Court and Appeal Court level for criminal matters.• Two bilingual Justice of the Peace working under contract.
Justice/Legal Aid	<ul style="list-style-type: none">• The Commission will ensure that French-speaking counsel is retained to act for the accused when an accused person is having their trial as a French-language trial, and when the accused qualifies for legal aid. On occasion, the Commission has been able to provide such representation with a staff lawyer, a private practice lawyer, or counsel sourced from New Brunswick.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 5: Development, planning, and delivery of French-language services.

Area of Improvement

Collaboration with municipalities regarding services in French.

Department, Office or Agency	Specific Achievements
Justice / Public Prosecution Services (PPS)	<ul style="list-style-type: none"> • PPS engages in oral and written communication in French with collateral agencies (particularly police agencies) and the general public (including accused persons, witnesses and the media).
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none"> • Provided assistance to the Municipality of Argyle with the translation of their website.

Area of Improvement

Support for francophone school-community centres to assist them in providing services to the Acadian and francophone community

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> • Supported <i>Conseil communautaire du Grand-Havre</i> (Dartmouth) and <i>Conseil communautaire Étoile de l'Acadie</i> (Sydney).
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> • The ArtReach and ArtsSmarts programs, which fund and deliver art education programs in Nova Scotian communities, were active in Acadian schools in Argyle during 2007-2008.
Economic Development	<ul style="list-style-type: none"> • Provided services at an off-site office at the <i>Centre d'aide en affaires et en entrepreneuriat</i> (CAAE), formerly known as the Jodrey Centre, on the <i>Université Sainte-Anne</i> campus. • Helped fund the establishment of the <i>Centre scolaire communautaire de Par-en-Bas</i> in Tusket.
Emergency Management Office	<ul style="list-style-type: none"> • The department communications officer works with all schools to promote 911 usage and safety. Related videos have been produced in French to assist teachers with delivery of key messages.
Finance	<ul style="list-style-type: none"> • Provided accounting systems to the <i>Conseil scolaire acadien provincial</i> (CSAP). Certain portions of the system are now delivered in French and communication between the Corporate Information Systems (CIS) division and CSAP often occurs in French. Translation services for this project will be provided by Acadian Affairs.
Justice	<ul style="list-style-type: none"> • Coordinated Law Day 2008 in partnership with AJEFNÉ and the CSAP for Acadian and francophone students from three central regions in Nova Scotia.
Justice / Public Prosecution Services (PPS)	<ul style="list-style-type: none"> • PPS gives presentations in French to students of the <i>Conseil scolaire acadien provincial</i> (CSAP).

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 5: Development, planning, and delivery of French-language services.

Area of Improvement

Support for Acadian and francophone community organizations other than francophone school-community centres.

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> Assistance was given to the <i>Équipe d’alphabétisation de la Nouvelle-Écosse</i> for the development of activities related to the week-long promotion of education in French, the <i>Semaine de promotion de l’Éducation en français</i>. In 2007 - 2008, 12 community projects supported by the Department of Education were approved for grants from the government of Quebec through the <i>Québec/Nova Scotia Agreement on Cooperation and Exchange</i>.
Agriculture/Fisheries and Aquaculture	<ul style="list-style-type: none"> Continued cooperation between the Yarmouth area Coastal Resources Coordinator and the Saint Mary’s Bay Resource Centre, which has a mandate to promote the delivery of French services to the fishing industry.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Developing collaborations between AGNS Western Branch in Yarmouth and arts organizations in Clare and Argyle.
Community Services	<ul style="list-style-type: none"> Provided subsidy programs for Early Childhood Development Programs including stabilization, operating, salary and renovation grants. Licensed Child Care stickers now available to approved facilities in French.
Economic Development	<ul style="list-style-type: none"> In partnership with the Office of Acadian Affairs (<i>Canada – Nova Scotia Agreement on French-language Services</i>), provided core funding for <i>Le Conseil de développement économique de la Nouvelle-Écosse</i> (CDÉNÉ). Supported the implementation of economic development initiatives in the Acadian and francophone areas of Nova Scotia. Significant projects include: <ul style="list-style-type: none"> Provided funding toward the extension of radio coverage to the Pomquet region of Chéticamp’s CKJM radio station. Provided design funding to <i>La coopérative artisanale de Chéticamp Limitée</i> in their quest to identify themselves in a unique, appropriate and memorable way. Provided funding towards Isle Madame’s bilingual Green Island Lighthouse Interpretation Centre. Provided funding for the Radio Halifax Métro (FM 98.5) project.
Education	<ul style="list-style-type: none"> Promoted language programs and employment opportunities to youth in French.
Health Promotion & Protection	<ul style="list-style-type: none"> Assisted the <i>Jeux de l’Acadie</i> with the organization of its <i>Finale</i> held in Halifax in June and July 2008.
Immigration	<ul style="list-style-type: none"> Provided \$55,000 to the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE) to develop the capacity to promote Acadian and francophone regions and to recruit, welcome, and settle new francophone immigrants into these regions. Provided subsidies of \$8,666 and \$10,000 to the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE) and the <i>Conseil de développement économique de la Nouvelle-Écosse</i> (CDÉNÉ) respectively to contribute to the development of online French resources for newcomers.

Continued

Section 5: Development, planning, and delivery of French-language services.

Area of Improvement

Support for Acadian and francophone community organizations other than francophone school-community centres.

Department, Office or Agency	Specific Achievements
Justicem/Public Prosecution Services (PPS)	<ul style="list-style-type: none">• PPS has communicated its French-language Prosecutors’ training initiatives to the Acadian and francophone communities by way of e-mail distribution and web site postings through l’AJEFNÉ and via public interest announcements on French community radio stations in Nova Scotia.• Participated in Law Day 2007 and promoted <i>Self-Represented Litigant</i> brochures online by distributing bilingual bookmarks at the event.
Justice/Legal Aid	<ul style="list-style-type: none">• The department is pleased to announce that it has a French-speaking lawyer has been appointed to serve on the Board of the Commission.
Tourism, Culture and Heritage	<ul style="list-style-type: none">• Provided funding to key community initiatives such as the Acadian interpretation centre <i>Rendez-vous de la Baie</i> in Clare and the Interpretative Tour for the Acadian Shores (Southwest Shore Development Authority).• Provided funding to community organizations for interpretation of local Acadian history; Pomquet Development Society for <i>Chez Deslauriers</i> and Tor Bay Acadian Society for interpretive panels in Larry’s River.• Provided support to many Acadian cultural organizations for various events and activities including the <i>Festival acadien de Clare</i>, <i>Camps du Petit Cercle</i> (Chéticamp), <i>Soirée de musique à Pubnico</i>, <i>Ode en Acadie</i> (<i>Fédération culturelle acadienne de la Nouvelle-Écosse</i>), and <i>Prends ta place</i> (<i>Conseil jeunesse provincial</i>).

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 6: Preservation and growth of the Acadian and francophone community.

Area of Improvement

Contribution to the preservation and growth of the Acadian and francophone community
(Purpose of French-language Services Act, 2004, c. 26, s. 2).

Department, Office or Agency	Specific Achievements
Acadian Affairs	<ul style="list-style-type: none"> Supported the <i>Fédération acadienne de la Nouvelle-Écosse</i> (FANE) with the preparation of an external relations strategy for the Acadian and francophone community. Supported the <i>Conseil de développement économique de la Nouvelle-Écosse</i> (CDÉNE) with several economic and tourism trade missions including: Rendez-vous Acadie-Québec, Louisiana tourism delegation to Nova Scotia, World Trade Centres Annual Meeting and promotion of Nova Scotia in New Orleans, Trade and cultural mission to St. Aubin-sur-Mer, France, SESAME Conference in Victoriaville, Québec, and Expo-Acadie 2008. The Ministerial Conference on the Canadian Francophonie met on September 12 and 13, 2007 in Halifax. The cultural component of the Conference was a visit to the Grand-Pré National Historic Site where the ministers and senior officials from across Canada were exposed to the story of the <i>Grand Dérangement</i>. Entertainment for the evening was provided by young musicians, singers and dancers from Chéticamp and Clare. As hosts of the Conference, the Minister and CEO of Acadian Affairs became chair of the ministerial table and officials table for 2007-2008 and provided leadership on francophonie issues on the national level.
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> Arts programming is continuing to grow in Acadian communities. AGNS is adding curatorial staff to its Western Branch in Yarmouth.
Community Services	<ul style="list-style-type: none"> The department has responded to public demand to target the Early Childhood Sector as a priority area for French-language services.
Economic Development	<ul style="list-style-type: none"> By implementing and annual French-language Services Plan, the department will contribute to the preservation or growth of the Acadian and francophone communities by developing and maintaining French-language services offered by the department.
Education	<ul style="list-style-type: none"> Provided financial assistance for the Jeux de l'Acadie.
Emergency Management Office	<ul style="list-style-type: none"> The department works closely with all Acadian and francophone communities to ensure that emergency plans are in place to protect the people, property and the environment from natural or human induced emergencies. The better prepared these communities are for emergencies the better they will be able to protect historic sites and preserve their communities.
Human Rights Commission	<ul style="list-style-type: none"> Promoting language rights and providing access to justice to the Acadian and francophone community is essential to preserving its culture.
Immigration	<ul style="list-style-type: none"> The Acadian and francophone community is anchored in rural regions in Nova Scotia and is experiencing an exodus of young workers. To ease the loss of qualified workers, the Office of Immigration is working directly with Acadian and francophone organizations to support them in their activities to attract francophone immigrants and to ensure that the latter receive help in settling and succeeding in Nova Scotia.

Continued

Section 6: Preservation and growth of the Acadian and francophone community.

Area of Improvement

Contribution to the preservation and growth of the Acadian and francophone community (Purpose of French-language Services Act, 2004, c. 26, s. 2).

Department, Office or Agency	Specific Achievements
Justice	<ul style="list-style-type: none">• Through direct consultation with <i>l'Association des juristes d'expression française de la Nouvelle-Écosse</i> (AJEFNÉ) and other representative Acadian and Francophone groups, and through reference to the consultation reports generated by the Office of Acadian Affairs, the Department of Justice will continue to focus its efforts in specific geographical areas and on those areas of service deemed most important by the Acadian and francophone community. In particular, this means that Court Services will continue its commitment to providing French-language services in the Yarmouth, Digby, Halifax Regional Municipality, and Port Hawkesbury areas. In general, the department will look at ways to further improve its capacity to deal with front-line inquiries at the counter, in reception areas or by phone. It will translate public material, especially material available on the department's web site.• Correctional Services is committed to providing French-language services in the Yarmouth and Digby areas and hopes to expand this capability to Port Hawkesbury and Halifax Regional Municipality. Some of the specific measures that will be taken to meet this commitment are outlined under Section 6 of this plan, and include the translation and distribution of public information brochures in these regions.
Justice / Public Prosecution Services (PPS)	<ul style="list-style-type: none">• Section 530 of the Criminal Code of Canada provides for the right to a trial in the official language of choice. Therefore, PPS must and does have provincial Prosecutors available to deliver services in either official language.
Justice / Legal Aid	<ul style="list-style-type: none">• The Commission recognizes the need to ensure it has sufficient capacity to provide its legal aid services in French.
Natural Resources	<ul style="list-style-type: none">• The department's mandate relates to natural resource management, which provides a range of values to the province, and especially provides economic opportunities for individuals and communities in the rural areas of the province.
Service Nova Scotia and Municipal Relations	<ul style="list-style-type: none">• The department expanded on its existing service base in 2007-2008 and increased access to citizen and business-related government information and programs and services in French, providing the Acadian and francophone community with additional options to interact with government in their maternal language.
Tourism, Culture and Heritage	<ul style="list-style-type: none">• Assistance given to the <i>Commission du tourisme acadien du Canada atlantique</i> which helps develop and promote the Acadian tourism product.
Voluntary Planning	<ul style="list-style-type: none">• Voluntary Planning is contributing to the preservation and growth of the Acadian and francophone community through the appointment of a community representative to the Voluntary Planning Board of Directors. Enabling diverse citizen participation in public policy development is specified under Voluntary Planning's <i>Guiding Principles for Citizen Engagement</i>.

Table of Achievements

Progress Report on French-language Services 2007 – 2008

Section 7: Other activities or projects.

Area of Improvement

Other activities, initiatives or projects that contribute to the delivery of services in French in Nova Scotia not previously mentioned.

Department, Office or Agency	Specific Achievements
Art Gallery of Nova Scotia	<ul style="list-style-type: none"> In 2007-2008 a maquette of <i>Réveille</i> by Acadian artist Wayne Boucher, which won the mural competition for the 2004 World Acadian Congress, was acquired on a long-term loan from the <i>Société Promotion Grand-Pré</i>. This piece, which is of great value to the Acadian community, will be on permanent display at the Western Branch in Yarmouth.
Economic Development	<ul style="list-style-type: none"> Provided Simultaneous Translation Services to the CDÉNÉ, the Strait-Highlands Development Agency (S-HRDA) and the South West Shore Development Authority for their annual business plan reviews. An information session about Acadian culture was delivered during the 2007 <i>Celebrating Communities Conference</i>.
Finance	<ul style="list-style-type: none"> The Community Counts section of the department provides statistics on official languages. This helps the Acadian and francophone community obtain demographic information associated with their community, the province, other provinces and the country as a whole. This service is not yet available in French but discussions have begun to see what portions of the service can be delivered on a bilingual basis.
Health Promotion & Protection	<ul style="list-style-type: none"> Worked with <i>Équipe Alphabétisation</i> to obtain funding for the creation of a literacy team to review translated documents and provide plain language services. Supported Canada Games organization in coordinating preliminary translation services; assisted organization in developing the Official Languages plan; participated on Interdepartmental Committee to ensure a legacy for Acadian and francophone communities.
Health	<ul style="list-style-type: none"> Worked with <i>Équipe Alphabétisation</i> to obtain funding for the creation of a literacy team to review translated documents and provide plain language services. Approximately 70 paramedics are bilingual and offer Emergency Health Services in French across Nova Scotia. There are 6 bilingual nursing homes and 2 bilingual residential care facilities across the province. In collaboration with <i>Réseau Santé Nouvelle-Écosse</i>, a total of 16 professional associations/regulatory bodies have informally accepted to participate in the ongoing maintenance of the on-line Directory of French Speaking Primary Health Care Providers.

Continued

Section 7: Other activities or projects.

Area of Improvement

Other activities, initiatives or projects that contribute to the delivery of services in French in Nova Scotia not previously mentioned.

Department, Office or Agency	Specific Achievements
District Health Authorities/IWK Health Center	<ul style="list-style-type: none">• Established partnership with CIFA radio station in Clare to broadcast youth engagement issues – SWNDHA• Incorporated French-language services into the <i>Cultural Competence Guidelines for the Delivery of Primary Health Care</i> – SSDHA• Proposal submitted to <i>Réseau Santé</i> to develop a community health impact assessment tool representative of the Acadian and francophone community. By introducing a process of story telling and values identification to the community, a tool can be developed to measure the impact of decisions and health care initiatives on community health indicators. – GASHA• Policies available and distributed in French: Consent to Care, Bilingual Recruitment at Sacred Heart, Public Relations Consent Form, Occupational Health And Safety – CBDHA• A collection of French resources for patients and families is available at the Family Resource Library - IWK
Justice	<ul style="list-style-type: none">• Implementation of the <i>Contraventions Act</i> - Use of the federal funding to enhance French services in the processing of summary offence tickets in designated regions.