



## **PROGRESS REPORT 2009**

French-language Services provided by the Government of Nova Scotia



Acadian Affairs  
Affaires acadiennes

# Message from the Minister



On behalf of the Office of Acadian Affairs, the designated public institutions, and the French-language Services Coordinating Committee, it is with sincere pleasure that I table the *Progress Report 2009: French-language Services provided by the Government of Nova Scotia* in the Legislative Assembly on October 14, 2009.

December 2009 marks the five-year anniversary of the adoption of the *French-language Services Act*, a major turning point in government's commitment to providing services in French. Prior to this time, it could never have been easy for the Acadian and francophone community to approach the government in French if the government could not respond effectively.

The Government of Nova Scotia's capacity to provide French-language services has evolved considerably: the Progress Report 2007 showed how government was putting systems in place and setting the stage for providing services in French; the Progress Report 2008 confirmed an increase in communication and distribution of information in French – notably in the areas of translation and print and online publishing. The Progress Report 2009, as we will see in detail, describes how designated public institutions have excelled in their work in French-language services and how they are striving to make French-language services an integral part of their planning and delivery processes.

The Government of Nova Scotia achieved substantial progress in the development and delivery of services in French in 2008-2009 but there is still much work to be done.

I believe that the internal framework and the expertise and dedication of public servants and their designated public institutions will help government increase its capacity to develop and deliver services in French in 2009-2010 and in the future. These resources form the basis of my recommendations in the *Looking toward increased capacity* section.

I would like to extend wholehearted congratulations to deputy heads, designated public institutions, French-language services coordinators, and public servants who work in, or provide support for, French-language services for their outstanding efforts in 2008-2009. I would also like to acknowledge all work performed to improve French-language services delivery within the provincial government. Together, let us continue to contribute toward the preservation and growth of the Acadian and francophone community.

Through collaboration with community and government organizations as well as the federal government and the Canada-Nova Scotia Agreement on French-language Services, the Government of Nova Scotia will continue to support the development, delivery, and progress of French-language services.

Sincerely,

ORIGINAL SIGNED BY

**Graham Steele**  
Minister of Acadian Affairs

# Acknowledgements

The development and delivery of French-language services by the Government of Nova Scotia is a collaborative effort between various government departments and organizations and community stakeholders. The achievements highlighted in this report were attained thanks to the ongoing support and collaboration of: the departments, offices, and agencies of the Government of Nova Scotia; their deputy ministers and chief executive officers; district health authorities and the IWK Health Centre; members of the Advisory Committee of Deputy Ministers for the Implementation of the *French-language Services Act*; members of the French-language Services Coordinating Committee; and public servants who proudly serve Acadians and francophones in French throughout their daily work activities.

The ongoing partnership with the Government of Canada, through the Department of Canadian Heritage and the Canada-Nova Scotia Agreement on French-language Services, is vital to expanding the provincial government's capacity to develop and deliver services in French.

Community stakeholders, as represented by the Fédération acadienne de la Nouvelle-Écosse and its member organizations, play a leading role in encouraging the Acadian and francophone community to request for and use government services in French. These community stakeholders provide a forum for continued consultation to ensure that the needs and priorities of the community are reflected in the policies, programs, and services of the provincial government.

The Office of Acadian Affairs extends a warm and genuine thank you – *merci* – to each of these partners for their contribution toward its vision. The Office of Acadian Affairs looks forward to continuing its relationships with these partners with the goal of increasing government's capacity to provide services in French.

**The Office of Acadian Affairs envisions a vibrant Acadian and francophone community that enjoys significant support from the Province of Nova Scotia, thus enabling its members to grow and develop as a people.**

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# Introduction

The *Progress Report 2009: French-language Services provided by the Government of Nova Scotia* highlights the achievements of the provincial government in developing and delivering French-language services during the 2008-2009 fiscal year.

Pursuant to Section 7 of the *French-language Services Act* (2004) and Section 10 of the *French-language Services Regulations* (2006), the Minister of Acadian Affairs must submit to the Governor in Council and table, in the House of Assembly, an annual report setting out the French-language initiatives and programs undertaken and the services provided by the Government of Nova Scotia during the previous fiscal year. The report must set out the following:

- **the progress of the public institutions designated in Schedule A of the Regulations (hereafter called: designated public institutions<sup>1</sup>) in reaching the specific goals and objectives set for improving French-language services in the previous fiscal year;**
- **the progress of the Government of Nova Scotia as a whole to ensure that there are substantive and measurable improvements to the French-language services offered by the government;**
- **recommendations to designated public institutions for implementing French-language services plans.**

Each designated public institution is required, in accordance with the *French-language Services Regulations*, to publish an annual French-language services plan in which the institution describes the steps that it will take to preserve and improve its French-language services during the fiscal year. Within its French-language services plan, a designated public institution must also describe its progress in reaching the goals and objectives for French-language services development and delivery it had set for the previous fiscal year.

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<sup>1</sup> Designated public institutions refers to those departments, offices, agencies, district health authorities, IWK Health Centre, Crown corporations, and other government organizations required to provide services in French as set out in the *French-language Services Act*. A complete list of designated public institutions is found in Schedule A of the *French-language Services Regulations*.

The Office of Acadian Affairs has prepared this report using information submitted by the designated public institutions as part of their French-language services plans. Compiled, the plans represent government's progress in developing and delivering French-language services. The government's progress highlighted within this report is presented according to the strategic objectives that had been identified by the Government of Nova Scotia in the Nova Scotia Strategic Plan for French-language Services 2005-2009.

**This report is organized in seven sections:**

- **The infrastructure of French-language services.** This section describes the role of the Office of Acadian Affairs and the role and obligations of the designated public institutions. This section also describes the legislative and regulatory framework which governs the delivery of services in French.
- **Guiding government's capacity to provide services in French.** This section explains the resources and strategic objectives that have directed government in developing and delivering French-language services.
- **Government's capacity to provide services in French in 2008-2009.** This section highlights the achievements of the government in regard to French-language services delivery.
- **Government resources that will help increase capacity.** This section summarizes the plans, programs, and tools that will help government increase its capacity to provide services in French in 2009-2010 and in the future.
- **Looking toward increased capacity: Recommendations from the minister for developing and delivering services in French.** This section outlines recommendations from the Minister of Acadian Affairs to help government increase its capacity to develop and deliver services in French.
- **Appendix 1 – Tables of achievements.** This section highlights achievements of individual designated public institutions for 2008-2009. Achievements are based on information contained in designated public institutions' French-language services plans and follow government's strategic objectives for French-language services.
- **Appendix 2 – Schedule A of the *French-language Services Regulations*.** This section provides a list of the designated public institutions. Participation on the French-language Services Coordinating Committee is indicated.

The Progress Report 2009 provides an overview of progress during the 2008-2009 fiscal year, with specific achievements included in Appendix 1 – Tables of achievements. This report is not a complete inventory of all existing French-language services.

# The infrastructure for French-language services

A permanent infrastructure has been put in place to support the administration of French-language services.

## Office of Acadian Affairs

As defined in the *French-language Services Act* (2004), the mandate of the Office of Acadian Affairs is to provide support services to departments, offices, and other public institutions in order to help them develop, adapt, and implement French-language services, programs, and policies that reflect the needs of the Acadian and francophone community. The Office of Acadian Affairs supports the Minister of Acadian Affairs with the general supervision and management of the *French-language Services Act*.

The Office helps facilitate communications between the Acadian and francophone community and government, and strives to recognize the contribution of Acadians and francophones to Nova Scotia's economic and social prosperity.

As a central support agency, the Office of Acadian Affairs supports all of government by offering translation services, policy and communications advice, funding assistance through the Canada-Nova Scotia Agreement on French-language Services, and access to French language training.

The Office of Acadian Affairs publishes an annual accountability report that describes achievements and outcomes related to its business plan. The Progress Report 2009 is based on the progress of all of government and does repeat some achievements from the Office of Acadian Affairs Accountability Report.

The Office of Acadian Affairs works to create a sustainable framework within government to support the *French-language Services Act*. Elements of the framework include developing regulations, policies and guidelines, increasing the support offered to government to facilitate the delivery of services in French, and ensuring that the needs of the Acadian and francophone community are addressed during the development of government initiatives, programs, policies, and services.

## French-language Services Coordinating Committee

The *French-language Services Act* (2004) officially established the French-language Services Coordinating Committee which consists of French-language services coordinators named by each department and office. The Coordinating Committee is chaired by the Chief Executive Officer (CEO) of the Office of Acadian Affairs.

This interdepartmental committee assists and advises the Minister of Acadian Affairs on the implementation of the Act. The Coordinating Committee fulfills its role by working on initiatives and policies which help provide direction to government for increasing its capacity to offer French-language services. Initiatives include guidelines and direction for the recruitment and training of bilingual employees, guidelines for translation, public consultations, communications and web administration in French, and promoting the *Bonjour!* Visual Identification Program.

### **Bonjour! Visual Identification Program**

*Bonjour!* is a visual identification program of the Government of Nova Scotia that was introduced in 2006-2007. The word *Bonjour!* found in the program logo is a well-recognized greeting, meaning 'hello' in French. When the logo is displayed it indicates that government services are available in French and English.

The *Bonjour!* Visual Identification Program has a dual role. It operates internally, encouraging government employees to offer services in French, often referred to as the *offre active* or active offer. Externally, the program encourages members of the public to request and use government services in French.

## **French-language Services Coordinating Committee 2008 – 2009 Deliverables**

Twenty-four departments and offices were represented on the French-language Services Coordinating Committee in 2008-2009. The Coordinating Committee accomplished these deliverables:

- the development and launch of the *Bonjour!* Award for Excellence in French-language Services,
- the development of guidelines for managing French-language website content,
- the internal distribution of guidelines for consulting in French and a toolkit which offers various resources for identifying key stakeholders in the Acadian and francophone community; and
- the preparation of a Strategic Plan for French-language Services for the Government of Nova Scotia for 2009-2013. This strategic plan becomes the base for negotiating the Canada-Nova Scotia Agreement on French-language Services which provides funding to support the development of French-language services from the Nova Scotia Government.

### **French-language services coordinators**

The French-language services coordinators play an important role within their departments<sup>2</sup>. They contribute to the development of their department's annual French-language services plans and advise their deputy head on the implementation of the *French-language Services Act*. Several coordinators have full-time positions as managers, analysts, and strategists and have also taken on the task of French-language services coordination. Some French-language services coordinators work as full-time coordinators in their departments.

The coordinators help facilitate the translation of documents and other information through the Office of Acadian Affairs; they participate in the development of policies, programs, and initiatives in relation to the provision of French-language services across government and in their own departments; they assist their department or institution in evaluating and reporting on their progress; and they act as a conduit to share information pertaining to French-language services.

Coordinators advise their departments on consulting with the Acadian and francophone community. Some coordinators, especially those who are in full-time coordinator positions, have an important community outreach role in the Acadian and francophone community, meeting frequently with stakeholders and collaborating with community organizations.

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<sup>2</sup> Unless otherwise specified, the word "department" as it appears in the Progress Report 2009 refers to departments, offices, agencies, district health authorities, IWK Health Centre, Crown corporations and other government organizations. Only departments and offices appoint French-language services coordinators.

District health authorities and the IWK Health Centre have appointed French-language services representatives. These representatives work closely with the French-language services coordinators for the Departments of Health and Health Promotion and Protection.

### **Designated public institutions<sup>3</sup>**

The *French-language Services Regulations* (2006) set out specific obligations of government with respect to providing services in French to the Acadian and francophone community of Nova Scotia.

The Regulations specify the government departments, offices, and agencies to which the *French-language Services Act* applies. These designated public institutions include all departments, most offices, and many agencies including all district health authorities and the IWK Health Centre. This means that the Acadian and francophone community can expect to receive services in French from these designated public institutions.

Departments and offices are required to name representatives to the French-language Services Coordinating Committee. The agencies which are designated but not represented on the Coordinating Committee have identified a key contact person for French-language services.

### **Deputy heads of designated public institutions**

The deputy heads and CEOs of designated public institutions are expected to provide clear direction within their organization to ensure a consistent approach to providing services in French and to ensure that the organization is meeting the requirements of the *French-language Services Regulations*.

Deputy heads develop and implement an annual French-language services plan within their organization and report annually to the Minister of Acadian Affairs on results achieved in the previous year.

The Advisory Committee of Deputy Ministers for the Implementation of the *French-language Services Act* meets regularly with the CEO of the Office of Acadian Affairs. The Deputy Minister for the Office of the Premier/Treasury and Policy Board, the Deputy Minister for Intergovernmental Affairs, and the Public Service Commissioner form this committee. They provide advice and support for the implementation of French-language services initiatives.

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<sup>3</sup> A complete list of designated public institutions is found in Appendix 2.

# Guiding government's capacity to provide services in French

The introduction of legislation set the path to be followed by the Government of Nova Scotia to provide services in French to the Acadian and francophone community. From legislation have come annual French-language services plans, communications directives, and reporting structures.

## **French-language Services Act**

The *French-language Services Act, An Act Respecting the Office of Acadian Affairs and the Delivery of French-Language Services by the Public Service*, was proclaimed on December 9, 2004. The Act recognizes the valuable contributions and the significant role of the Acadian and francophone community in Nova Scotia.

**The purpose of the Act applies to all of the Government of Nova Scotia, not only to the Office of Acadian Affairs, and is:**

- a) to contribute to the preservation and growth of the Acadian and francophone community; and
- b) to provide for the delivery of French-language services by designated departments, offices, agencies of Government, Crown corporations, and public institutions to the Acadian and francophone community.

## **French-language Services Regulations**

The *French-language Services Regulations* came into effect December 31, 2006. They clarify the responsibilities of each designated department, office, and agency (designated public institutions) in regards to the Act and have as objective to ensure that there are substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.

## **French-language services plans**

The designated public institutions have been required to prepare and publish French-language services plans annually since 2007-2008 to show how they intend to increase or improve their French-language services. French-language services plans prepared since 2008-2009 also include progress reports for the previous year.

## **Annual Government progress reports**

In addition to the progress reports in the annual French-language services plans, the Office of Acadian Affairs has published annual reports in the Spring of 2007, the Fall of 2008, and the present report in the Fall of 2009, summarizing the progress of government in improving and providing French-language services.

## **French-language Services Coordinating Committee**

Through the collaboration of the interdepartmental French-language Services Coordinating Committee, designated public institutions are understanding their obligations under the *French-language Services Act* and are contributing to changing the culture within the public service. The delivery of services in French by designated public institutions is becoming more integrated in the overall planning, development, and delivery of services.

## **Acadian and francophone community**

The preservation and growth of the Acadian and francophone community is impacted by the availability of government services in French and government support for community development initiatives. It is crucial for government to maintain an ongoing dialogue with the Acadian and francophone community in order to understand how government can best meet the community's needs.

The Fédération acadienne de la Nouvelle-Écosse (FANE) is a key community stakeholder for the Office of Acadian Affairs. Incorporated in October 1968, FANE is the oldest provincial association serving Acadians in the province. Its mandate is to represent the interests of Nova Scotia Acadians and French-speaking citizens. Twenty-six community organizations, representing geographic areas, province-wide sectors, and institutions are members of FANE. The members collaborate to develop a global development plan outlining the goals and priorities of the Acadian and francophone community.

FANE and its members are influential in the development of French-language government services. They advise government on the needs of the Acadian and francophone community and contribute to the process of policy development. Government departments and other institutions, who maintain ongoing dialogue with FANE and its members, are better informed of the needs of the Acadian and francophone community and are in a better position to develop services, programs, and policies that meet these needs.

## **Nova Scotia Strategic Plan for French-language Services 2005 – 2009**

The Nova Scotia Strategic Plan for French-language Services 2005-2009 was adopted by the Government of Nova Scotia and had the general objective of promoting the development of the Acadian and francophone community and preserving the French language for future generations.

### **Priority areas which received particular attention in the Strategic Plan were:**

- Health
- Youth and early childhood
- Justice
- Direct services from Service Nova Scotia and Municipal Relations
- Translation/communication
- Language training
- Community services

The Strategic Plan had four specific objectives: (1) Strengthening the policy, regulatory, and administrative framework in support of the *French-language Services Act*; (2) Consulting 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.

## Internal guidelines for communicating in French

Guidelines for communication, translation, web site administration, and public consultation in French were developed by the French-language Services Coordinating Committee to provide designated public institutions with a uniform approach in regard to providing information to the Acadian and francophone community.

The communication and translation guidelines came into effect in 2005 while the web site administration and public consultation guidelines came into effect in 2008-2009. Designated public institutions can refer to these guidelines when developing their French-language services plans and throughout the year as projects progress.

The guidelines share a set of important directives that form the core of the development and delivery of services in French by the Government of Nova Scotia. When information meets the following criteria: critical public information; of most direct benefit to citizens; of particular relevance to the Acadian and francophone community<sup>4</sup>; or relates to issues of health, safety, and security<sup>4</sup>, the information must be simultaneously communicated in English and French<sup>5</sup>.

Information that is ‘of most direct benefit to citizens’ relates to the scope of the intended audience and the degree to which the information will impact the audience. For example, it is more likely that Nova Scotians will consult information on life events (purchasing a marriage license or ordering a birth certificate) than they will consult an annual report from Vital Statistics. Providing information on life events, or information of a similar scope and degree of impact, is considered to be of ‘most direct benefit to citizens’ and should be provided in French. Judging when information is of most direct benefit to citizens is a decision made by designated public institutions on a case-by-case basis.

Information that is ‘of particular relevance to Acadian and francophone community’ relates to information that, because of its connection to the Acadian and francophone community, should be distributed in French. A ‘connection’ can be interpreted as having special interest to the Acadian and francophone community or having a geographical link to the community. For example, announcing that a government office is ready to offer bilingual counter service is of special interest to the Acadian and francophone community. Designated public institutions would take steps to ensure that each element of the announcement (news release, advertising, on-site signage, and so on) would be distributed in French.

Likewise, if an event in which the government becomes involved takes place in a region where there is a denser Acadian and francophone population such as Clare, Argyle, Inverness, or Richmond County, designated public institutions would take steps to ensure that information about the event is distributed in French.

The guidelines have guided government’s capacity to provide French-language services in that they are becoming an integral part of the designated public institutions’ planning processes.

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<sup>4</sup> Found in the *French-language Services Regulations* (Section 13)

<sup>5</sup> Found in the *French-language Services Regulations* (Sections 12 and 13)

# Government's capacity to provide services in French in 2008 – 2009

## **An overview of the achievements in French-language services delivery**

Substantial progress has been achieved in French-language services during the 2008-2009 fiscal year. This part of the Progress Report 2009 provides an overview of the Government of Nova Scotia's progress in French-language services delivery.

Particular attention is given to initiatives, programs, and services that were implemented broadly throughout government and initiatives which a large number of departments helped to promote, implement, and deliver. These achievements are organized according to the four objectives identified in the Strategic Plan for French-language Services 2005-2009.

An in-depth look at the achievements of individual designated public institutions in 2008-2009 is presented in Appendix 1 – Tables of achievements.

The overall achievements of the Government of Nova Scotia in French-language services from 2005-2009 are also highlighted in boxes entitled 'Overall progress to date', to provide a broader context for the reader.

## **Objective 1**

Strengthening the policy, regulatory, and administrative framework in support of the *French-language Services Act*.

### **Progress in reaching goals and objectives for 2008 – 2009**

This section describes how designated public institutions have fulfilled their obligations pursuant to the *French-language Services Act* and describes activities that took place in 2008-2009 to strengthen internal systems to support the development of French-language services.

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The 2008-2009 fiscal year saw an expansion of the French-language Services Coordinating Committee, an interdepartmental committee which plays an important role to support the implementation of French-language services in Nova Scotia. Twenty-four departments were represented in 2008-2009, compared to 22 in 2007-2008 and 20 in 2006-2007. (A list of the institutions that are represented on the French-language Services Coordinating Committee can be found in Appendix 2.)

Two new subcommittees of the French-language Services Coordinating Committee were created to develop the *Bonjour!* Award for Excellence in French-language Services program and to develop the 2009-2013 Nova Scotia Strategic Plan for French-language Services.

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During 2008-2009, the Office of Acadian Affairs, on behalf of the Government of Nova Scotia, initiated preliminary discussions with Canadian Heritage to renew the Canada-Nova Scotia Agreement on French-language Services.

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Designated public institutions continued to formalize and implement procedures, guidelines, or policies to respond to French-language verbal and oral communications from the public. Other designated public institutions revised some policies to better accommodate clients who require services in French, for example during human rights complaints.

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To address the goals and priorities identified in their French-language services plan, some designated public institutions established an inter-divisional committee on French-language services within their institution.

**Overall progress to date**

- *French-language Services Regulations* were adopted.
- Guidelines for communicating in French were completed and implemented.
- Annual French-language services plans have been prepared by designated public institutions since 2007.
- Annual government progress reports on French-language services were published in 2007, 2008, and 2009.
- Policy changes regarding French-language services have occurred within departments and institutions.

## **Objective 2**

Consulting the Acadian and francophone community.

### ***Progress in reaching goals and objectives for 2008 – 2009***

Designated public institutions are responsible for establishing and prioritizing French-language services within their departments. This section describes how designated public institutions consulted with the Acadian and francophone community to become more aware of the community's needs and to be better able to establish and prioritize French-language services delivery.

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The French-language Services Coordinating Committee developed and distributed, within government, the French-language Services Consultation Guidelines and a consultation toolkit. The guidelines and toolkit assist government departments in providing opportunities for Acadians and francophones to voice their needs and priorities to government, thereby increasing the community's engagement in the development of government policies, programs, and services.

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Designated public institutions engaged and collaborated with Acadian and francophone community stakeholders, often represented by the Fédération acadienne de la Nouvelle-Écosse and its member organizations, by supporting the steering committees of community organizations and by attending the annual general meetings, workshops, colloquiums, and forums of these organizations.

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Surveys were developed in French by departments to capture the needs and priorities of the Acadian and francophone community and to evaluate the French-language services offered. The surveys addressed a broad array of issues, including poverty reduction; highway customer satisfaction; and chronic disease prevention.

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Departments met directly or conducted workshops or sessions with Acadian and francophone community stakeholders to discuss the most effective approaches for integrating the needs and priorities of the Acadian and francophone community into existing programs and services as varied as statistical data; legal proceedings; and community development. These initiatives foster continued dialogue and collaboration between government institutions and community stakeholders.

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Acadians and francophones were encouraged to join boards, agencies, and commissions to help inform the administration and delivery of government programs and services. The French-language Services Coordinating Committee and the Minister of Acadian Affairs's Advisory Committee raised awareness within the Acadian and francophone community of appointment opportunities to various government bodies. District health authorities encouraged Acadians and francophones to become members of community health boards.

**Overall progress to date**

- French-language consultation guidelines and a toolkit were prepared and distributed within government.
- Partnerships and relationships were developed and strengthened between government and the Acadian and francophone community.
- French-language services were provided during public consultations.

### **Objective 3**

Communicating, sharing information, and promoting services available in French.

***Progress in reaching goals and objectives for 2008 – 2009***

Designated public institutions are responsible for distributing public information in French. This section describes how designated public institutions have created internal and external awareness of their French-language services and relayed government's approach to French-language services delivery to members of the public.

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Departments focused on providing an active offer of French-language services through various approaches such as displaying welcome signage in French and using the *Bonjour!* Visual Identification Program in their offices in areas where there is a high demand for services in French. The *Bonjour!* program is a key tool to help government institutions promote their capacity to serve Acadians and francophones in their mother tongue. In 2008-2009, 33 designated public institutions used the *Bonjour!* Visual Identification Program to promote an active offer of services in French, compared to 27 in 2007-2008.

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The number of government publications available in French has continued to grow during 2008-2009. The Office of Acadian Affairs translated over 1.6 million words for various publications, speeches, correspondence, website content, and news releases, helping government organizations increase the number of information and publications available in French on an array of subjects, including food

safety; emergency preparedness; mental health; pension review; and climate change. Forty-two designated public institutions used translation services provided by the Office of Acadian Affairs, a considerable increase from the 29 that accessed these services in 2007-2008. An additional 13 government institutions, other than designated public institutions, also accessed the translation services in 2008-2009.

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Over 32,500 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature websites, were translated as part of a project funded by the Noria program of the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information. This project will continue until 2011 and is managed by the Office of Acadian Affairs.

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The French-language Services Coordinating Committee, in collaboration with Service Nova Scotia and Municipal Relations, developed Guidelines for Displaying French on Provincial Government Websites. The guidelines were distributed through the French-language Services Coordinators and webmasters to help ensure consistency in online French-language information.

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The Fédération acadienne de la Nouvelle-Écosse received special project funding under the Canada-Nova Scotia Agreement on French-language Services to launch and implement the *Bonjour!* social marketing campaign to inform Acadians and francophones of the government services available in French and to encourage them to use these services. The Acadian and francophone community responded favourably to the Fédération acadienne de la Nouvelle-Écosse's social marketing campaign. In March 2009, 78 community organizations across Nova Scotia signed a citizen engagement charter to show their commitment to promote and use the French-language services offered by the Government of Nova Scotia.

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As part of the *Bonjour!* social marketing campaign, the Office of Acadian Affairs launched the **www.gov.ns.ca/bonjour** website to create a central portal through which Acadians and francophones can navigate to the websites of the departments that offer French-language publications and/or services online.

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A number of departments included a *Bonjour!* button/link on their homepages to direct clients to the French-language section of their website where publications and/or services in French can be found, thereby facilitating access to government publications and services for Acadians and francophones. Others posted newly-translated publications on their organization's website.

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Media campaigns (print, radio, and television) were launched in French to inform the Acadian and francophone community of government programs, services, and events, such as the Incredible Picnic and bursaries for French-speaking nurses. Some French-language services coordinators gave presentations on the French-language services offered by the Government of Nova Scotia during the meetings, forums, and symposiums of Acadian and francophone community stakeholders, further increasing the public's awareness of the government services available in French.

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Designated public institutions continued to increase internal communications regarding French-language services. Institutions used their intranet websites, newsletters, orientation sessions for new employees, and meetings of senior leadership to spread the word about the resources available to help them attain their objectives and goals in providing services in French. The French-language services coordinators played a lead role in increasing the awareness of their respective institution's obligations to provide French-language services pursuant to the *French-language Services Act* and the *French-language Services Regulations*.

#### Overall progress to date

- Province-wide awareness tour of the Acadian and francophone communities was completed through collaboration between the Office of Acadian Affairs and the Fédération acadienne de la Nouvelle-Écosse (FANE)
- A social marketing campaign was implemented by the FANE in collaboration with the Office of Acadian Affairs.
- Translation services were implemented and the capacity of these services has grown three-fold.
- Use of the *Bonjour!* visual identification program increased.
- Bilingual department logos were created.
- French-language or bilingual signage posted by a growing number of departments where there is a high demand for French-language services.
- Number of publications available on the websites of departments and the number of French-language media campaigns continued to increase.

## Objective 4

Supporting French-language services development, planning, and delivery in priority areas.

### **Progress in reaching goals and objectives for 2008 – 2009**

As part of their annual planning process, designated public institutions are responsible for developing plans for French-language services delivery. This process includes addressing human resources issues as they relate to French-language services delivery. This section also describes funding provided through designated public institutions for Acadian and francophone community initiatives which corresponded to the objectives outlined in the *Global Development Plan for Nova Scotia's Acadian and Francophone Community*.

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In March 2009, the Office of Acadian Affairs, in collaboration with the French-language Services Coordinating Committee, launched the *Bonjour!* Award for Excellence in French-language Services program. The Award recognizes outstanding contributions by government employees toward the development and delivery of French-language services. This program reinforces the government's capacity to provide French-language services. The first awards will be presented in March 2010.

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In partnership with Université Sainte-Anne and the Conseil communautaire Étoile de l'Acadie in Sydney, the Office of Acadian Affairs coordinated 650 seats in French language training for provincial public servants in Halifax, Tusket, and Sydney. Nine parliamentarians and 15 Nova Scotia Legislature staff also participated in French language training through the Noria project of the Assemblée parlementaire de la Francophonie managed by the Office of Acadian Affairs. As public servants and parliamentarians continue to strengthen their French language skills, the government's capacity to offer services in French grows.

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To measure the public service's current capacity to offer services in French, a question on the French language capacity of government employees was included in the 2009 "How's Work Going?" survey coordinated by the Public Service Commission. The results of the survey will allow government to further analyze its capacity to offer French-language services.

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In 2008-2009, the French-language Services Coordinating Committee, in collaboration with the Public Service Commission, continued the development of corporate human resources guidelines to support the implementation of the *French-language Services Act* and *Regulations*. Once approved, these guidelines will help human resources managers identify and fill positions that require French language capacity; support staff in increasing their French language skills; and measure French language verbal and written competency of government employees and candidates to government positions.

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Some designated public institutions completed surveys within their organizations to determine the French language capacity of their employees. The results of these surveys will inform the development of department human resources approaches to recruit, retain, and support the bilingual employees needed to maintain and increase the number of French-language services provided, including health services professionals and legal professionals. Strategies included creating partnerships with professional bodies and post-secondary institutions to recruit French-speaking professionals.

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To strengthen capacity to deliver programs and services to Acadians and francophones, departments continued to recruit new bilingual employees by posting French language capacity as an asset or a requirement in job openings. Positions filled included, among others, a Crown Attorney primarily responsible for French-language prosecutions in Nova Scotia; a judge appointed to the Provincial and Family Court; three bilingual communications officers; and an adult education coordinator.

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The Office of Acadian Affairs developed a workshop for public servants to promote a greater awareness of the needs of the Acadian and francophone community and of the requirements to deliver French-language services to this community. By understanding how the historical, social, economic, and political contexts of the Acadian and francophone community provided a foundation for Nova Scotia's *French-language Services Act* and the *French-language Services Regulations*, public servants will be able to better understand the provincial government's commitment to the development and delivery of French-language services. Government employees will be able to enrol in either the French or English version of the workshop during the fall of 2009 and the winter of 2010.

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More than \$966,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services was provided to 17 designated public institutions to develop and implement French-language services that corresponded to the needs and priorities of the Acadian and francophone community. Some of this funding was used to support community initiatives in sectors of the Global Development Plan for Nova Scotia's Acadian and Francophone Community: arts and culture, economic development and employability; education and training; legal and political; sports and recreation; communications and technology; and health and wellness.

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Through various programs and initiatives, departments provided financial assistance to Acadian and francophone organizations to support French-language initiatives such as: Finale des Jeux de l'Acadie 2008; increased services and resources for Acadian and francophone youth and families; strategic development and revitalization plans for Acadian and francophone communities; tourism, culture, heritage, and archive projects; and projects to promote, recruit, welcome, and integrate new French-speaking immigrants in the Acadian and francophone regions of Nova Scotia.

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Funding under the Canada-Nova Scotia Agreement on French-language Services also enabled the Government of Nova Scotia to continue to support the programming of the Conseil communautaire Étoile de l'Acadie (Sydney) and the Conseil communautaire du Grand-Havre (Halifax Regional Municipality). These two organizations provide French-language services essential for maintaining a vibrant Acadian and francophone culture and language in urban regions where French is a minority language.

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Departments continued to expand the French-language services they offer online, such as new on-line services to allow the payment of municipal parking tickets in French for select municipalities and an updated road information system (511) which now includes French-language information on road construction work.

#### Overall progress to date

- Designated public institutions focused on maintaining and improving French-language services related to health and safety.
- Bilingual front-line services increased considerably, notably at the government's call centre, in Access Nova Scotia centers, and online.
- French language training opportunities were provided to public servants.
- Awareness of the Government of Nova Scotia's commitment to providing services in French increased.
- Funding programs continued to support initiatives that will help the Acadian and francophone community to attain the goals identified in its Global Development Plan.
- Bilingual employees were recruited in increasing numbers to fill new or vacant positions.
- *Bonjour!* Award for Excellence in French-language Services was launched by the Office of Acadian Affairs.

# Government's resources that will continue to help increase capacity

New and continued resources for 2009-2010 will help build on current success while ensuring that French-language services are better integrated into designated public institutions' policy, program, and communications processes.

## **Nova Scotia Strategic Plan for French-language Services 2009 – 2013**

During 2008-2009, the Office of Acadian Affairs, in collaboration with the French-language Services Coordinating Committee, prepared a new Strategic Plan for French-language Services for Nova Scotia for 2009-2013. This strategic plan will become the base for negotiating, with the Department of Canadian Heritage, the Canada-Nova Scotia Agreement on French-language Services which provides funding to support the development of French-language services from the Nova Scotia Government.

The general objective of the Strategic Plan 2009-2013 is to support the development, delivery, and expansion of quality government services in French for Nova Scotia's Acadian and francophone community and to support initiatives which will enhance the vitality and assist with the development of the community.

The Strategic Plan 2009-2013 defines specific expected results and actions planned over four years to: strengthen the policy, regulatory, and administrative framework in support of the *French-language Services Act*; to consult, plan, develop, and deliver French-language services in priority areas; and to support the Acadian and francophone community in its long-term development and sustainability.

## **The Office of Acadian Affairs Business Plan 2009 – 2010**

As the central support agency for French-language services, The Office of Acadian Affairs' Business Plan 2009-2010 focuses on systems put in place within government to better support the *French-language Services Act* and its Regulations. The plan also focuses on increasing the support offered to government to facilitate the delivery of services in French and on addressing the needs of the Acadian and francophone community.

Priority activities include continued promotion of government's responsibilities under the Act and Regulations, broadening of the French language training opportunities, introduction of a training session for public servants to raise awareness of the *French-language Services Act* and of the needs of the Acadian and francophone community, roll out of the *Bonjour!* Award for Excellence in French-language Services Program, reinforcement of the *Bonjour!* Visual Identification Program, engagement of the Acadian and francophone community, and raising the profile of the community.

## **French-language Services Coordinating Committee deliverables 2009 – 2010**

### **Deliverables planned by the Coordinating Committee for 2009-2010 include:**

- a) Developing and implementing an action plan to review the French-language services offered by the Government of Nova Scotia for the purpose of evaluating the effectiveness of the French-language Services Regulations in achieving their objective. This review must be completed by July 31, 2010.
- b) Developing an action plan related to the delivery of services in French by third parties which provide services on behalf of government.
- c) Supporting the roll-out of the *Bonjour!* Award for Excellence in French-language Services Program.
- d) Developing human resources guidelines in relation to French-language services and support the Public Service Commission with their implementation.

These new initiatives will help government move forward and show additional progress in the delivery of French-language services.

## **Acadie at a Glance**

The Office of Acadian Affairs has developed the Acadie at a Glance workshop for public servants to promote a greater awareness of the needs of the Acadian and francophone community and of the requirements to deliver French-language services to this community.

By understanding how the historical, social, economic, and political contexts of the Acadian and francophone community provided a foundation for Nova Scotia's *French-language Services Act* and the *French-language Services Regulations*, public servants will be able to better understand the provincial government's commitment to the development and delivery of French-language services.

Government employees will be able to enrol in either the English or French version of the workshop during the fall of 2009 and winter of 2010.

## **Resource Manual for French-language Services Coordinators**

The Resource Manual is an all-in-one reference guide intended primarily to support the members of the French-language Services Coordinating Committee in their roles. It contains detailed information that will help coordinators advise their departments on how they can build on existing French-language programs and services.

## ***Bonjour!* Visual Identification Program**

In 2008-2009, the *Bonjour!* symbol was further promoted in a community-led social marketing campaign to encourage the request and use of government services in French and in the launch of the *Bonjour!* Award for Excellence in French-language Services. The *Bonjour!* symbol is also posted on government websites to help the public find online information and services in French.

In 2009-2010, the Office of Acadian Affairs will continue to promote the use of the *Bonjour!* Visual Identification Program and its logo through advertising, website application, the Award for Excellence in French-language Services, and other promotional opportunities.



### **Bonjour! social marketing campaign**

Since 2006-2007, the Office of Acadian Affairs has supported efforts by the Fédération acadienne de la Nouvelle-Écosse (FANE) to encourage the request for and use of French-language services within the Acadian and francophone community.

In 2008-2009, the Office of Acadian Affairs partnered with FANE in the development and implementation of the *Bonjour!* social marketing campaign. While this was a community-led initiative, the Office of Acadian Affairs provided communications and marketing advice, and the campaign was tied in with Government's *Bonjour!* Visual Identification Program. The project was funded jointly by Acadian Affairs and Canadian Heritage, through special project funding under the Canada-Nova Scotia Agreement on French-language Services.

At the media conference which served as an official launch in early March 2009, representatives of over 75 organizations from the Acadian and francophone community signed a citizen engagement charter and pledged their commitment to use government services in French and to encourage others to do so.

In 2009-2010, the Office of Acadian Affairs will continue to support citizen engagement activities to encourage the use of French-language services, focusing on Acadian and francophone youth.



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

## **Bonjour! Award for Excellence in French-language Services**

The Office of Acadian Affairs launched the *Bonjour!* Award for Excellence in French-language Services program on March 20, 2009, to recognize government employees, either individuals or work teams, who have made outstanding contributions to the development and delivery of French-language programs and services.

### **Bonjour! Award for Excellence in French-language Services**

Government employees may be nominated in three categories: Excellence in Leadership, Excellence in Program Development, and Excellence in Service Delivery to the Public. The public will be able to submit nominations in the Excellence in Service Delivery to the Public category.

The award program also allows for recognition of the contribution made by former French-language services coordinators and for the naming of French-language services "champions".

Nomination forms will be accepted September to November 2009, with the first award presentations in March 2010.



**Guest speakers, French-language services Champions, and former French-language Services Coordinators at the *Bonjour!* Award for Excellence launch on March 20, 2009.**

**Back:** Bob Fowler, Désiré Boudreau, Réal Samson, Rick Alexander, Dr. John Hamm, Chris d'Entremont

**Front:** Kim Baldwin, Nathalie Blanchet, Gabrielle Verri, Vaughne Madden, Patricia Hinch

**Unable to attend:** Susan Hruszowy, Jeannine Jessome, Lisa Lachance, Angela Poirier, John Ross, and Yuriy Shelkovyy

## **Review of French-language services**

Pursant to Section 3 of the *French-language Services Regulations*, the Minister of Acadian Affairs must conduct a review of the French-language services offered by their Government of Nova Scotia for the purpose of evaluating the effectiveness of these regulations in achieving their objective. The services must be reviewed before July 31, 2010.

The Office of Acadian Affairs will work with the French-language Services Coordinating Committee to prepare an action plan for this review.

# Looking toward increased capacity:

Recommendations from the minister for developing and delivering services in French

The Progress Report 2009 identifies government's actions in regard to French-language services in 2008-2009. We have achieved substantial progress in the development and delivery services in French but there is still much work to be done to increase our capacity to respond to the Acadian and francophone community.

Let us turn to the foundation of our internal framework and the expertise and dedication of public servants and their designated public institutions to increase government's capacity to provide services in French.

Let us recognize that providing services in French is as much an individual commitment as it is a corporate one. I encourage French-speaking public servants to communicate in French as often as possible, with each other and with government stakeholders and clients as work activities permit. The individual promises that we make to learn, practice and mentor others *en français* will have a profound effect on our daily work. Let us remember that collectively, we can further influence the culture shift within the public service regarding French-language services.

Corporately, I encourage deputy heads and designated public institutions to share and draw inspiration from each other's best practices. Let us work together to increase government's capacity to provide services in French in a sustainable and practical way. Let us carefully consider how French-language services could be better integrated into our planning, budgeting, evaluation and reporting processes from start to finish.

## **Let us consider the next steps in enhancing the activities that designated public institutions perform on a regular basis:**

- Ensuring that formal or informal consultations with the Acadian and francophone community yield the best and most meaningful results for both parties.
- Encouraging representation of Acadians and francophones on government agencies, boards, and commissions to increase opportunities for this community to be engaged in the development and administration of government policies, programs, and services.
- Ensuring that prioritizing French-language services within our designated public institutions means that we will be open to the re-evaluation of our programs as the needs of the community change.
- Reviewing contracts we have with third party service providers to ensure that these providers are accommodating the Acadian and francophone community by providing French-language services.

continued...

- Recognizing our co-workers, managers, and employees for their contribution to the development and delivery of French-language services by nominating them for the *Bonjour!* Award for Excellence in French-language Services.
- Ensuring that the Acadian and francophone community is aware of our services and continues to request services in French. Let us make the most of our *Bonjour!* Visual Identification Program by better displaying *Bonjour!* material in government offices to indicate that services are available in French. Let us consider using external and internal bilingual signage where appropriate. Let us continue to post French content on designated public institution websites in a way that is easily accessible and informative.

Let us work toward better integrating French-language services into our planning, budgeting, evaluation and reporting processes to make life better for Acadian and francophone families in Nova Scotia. In short, let us strive for excellence in 2009-2010 and in the future.

Sincerely,

ORIGINAL SIGNED BY

**Graham Steele**  
Minister of Acadian Affairs

## Appendix 1 Tables of achievements

### **Achievements in French-Language Services Development and Delivery**

The following tables offer highlights of the achievements of designated public institutions in French-language services development and delivery in 2008 – 2009. These achievements are listed, in table format, according to the four objectives of the Nova Scotia Strategic Plan for French-language Services of 2005 – 2009.

This is not an exhaustive list of each designated public institution's achievements for the fiscal year. For more detailed information regarding the progress made by designated public institutions, please consult the French-language services plan of each individual designated public institution.

# Table of achievements

## Progress Report on French-language Services 2008 – 2009

**Objective 1:** Strengthening the policy, regulatory, and administrative framework in support of the *French-language Services Act*

This table describes how designated public institutions have fulfilled their obligations pursuant to the *French-language Services Act* and describes activities that took place in 2008-2009 to strengthen internal systems to support the development of French-language services.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• Completed quarterly progress reports and established new French-language services priorities.</li> <li>• Included a French-language component to the Client Service Initiative Waiting Area &amp; Suggestion Box Protocols.</li> </ul>
<b>Economic and Rural Development</b>	<ul style="list-style-type: none"> <li>• Implemented informal guidelines for French-language written correspondence and verbal communications; guidelines will be formalized in 2009.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Policy and procedures for employees responding to verbal and written requests from the Acadian and francophone community have been approved by an internal committee representing all branches and by Corporate Policy, and will form the basis for strategies to improve service delivery and active offer of French-language services.</li> <li>• Collaborated with coordinators from the departments of Immigration, Health, Health Promotion and Protection, Intergovernmental Affairs, and Natural Resources on various informational exchanges.</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Supported the district health authorities and IWK Health Centre in reaching the objectives of their French-language services plans.</li> <li>• Approved requests for exceptions to the First Available Bed Policy for French-speaking Nova Scotians.</li> <li>• French-language Services Coordinator supported core program areas in the Department of Health, district health authorities, the IWK Health Centre, and provincial programs in the delivery of French-language services.</li> <li>• Developed draft procedures for responding to written correspondence and verbal communication requests in French.</li> </ul>
<b>Health Promotion and Protection</b>	<ul style="list-style-type: none"> <li>• Implemented guidelines for responding to written correspondence and verbal communication requests in French by making presentations to department staff.</li> </ul>
<b>Intergovernmental Affairs</b>	<ul style="list-style-type: none"> <li>• Deputy Minister advised and championed the work of the Office of Acadian Affairs.</li> <li>• Helped the Office of Acadian Affairs lead the Strategic Planning subcommittee in preparation for federal-provincial negotiations with Canadian Heritage.</li> </ul>
<b>Justice/Nova Scotia Legal Aid Commission</b>	<ul style="list-style-type: none"> <li>• Renegotiated the Federal <i>Contraventions Act</i> Agreement for 2008-2013.</li> <li>• Continued to develop a French-language Communication directive for Public Prosecution Services.</li> </ul>
<b>Labour and Workforce Development</b>	<ul style="list-style-type: none"> <li>• Established an inter-divisional French-language Services Committee.</li> <li>• Took inventory of current French-language services and developed a French-language services plan.</li> </ul>
<b>Tourism, Culture and Heritage</b>	<ul style="list-style-type: none"> <li>• Department's French-language services committee met during the year.</li> <li>• Finalized and approved the Department's policy on responding to written and verbal communications in French; initial steps were taken to implement the policy.</li> </ul>

Offices	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Emergency Management Office</b>	<ul style="list-style-type: none"> <li>• Established a policy to guide staff on the provision of French-language services.</li> </ul>
<b>Office of Acadian Affairs</b>	<ul style="list-style-type: none"> <li>• Formed two new subcommittees of the French-language Services Coordinating Committee to develop the <i>Bonjour!</i> Award for Excellence in French-language Services and to develop the 2009-2013 Nova Scotia Strategic Plan for French-language Services.</li> <li>• Met individually with senior management of various designated public institutions to discuss their obligations under the French-language Services Act and Regulations, including a presentation to the Deputy Ministers' Forum and to the Senior Policy Executives' Forum.</li> <li>• Provided designated public institutions with a template to help them develop a French-language services plan.</li> <li>• Hired an additional Program Administration Officer to review and offer advice on the preparation of French-language services plans.</li> <li>• Developed, in collaboration with the French-language Services Coordinating Committee, the 2009-2013 Nova Scotia Strategic Plan for French-language Services.</li> <li>• Initiated discussions with Canadian Heritage to renew the Canada-Nova Scotia Agreement on French-language Services.</li> <li>• Consulted the political-judicial committee of the Acadian and francophone community regarding the development of the 2009-2013 Nova Scotia Strategic Plan for French-language Services.</li> <li>• Chaired the Ministerial Conference on the Canadian Francophonie and the Intergovernmental Network on the Canadian Francophonie from September 2007 to September 2008, and continued on the Executive Committee after September 2008</li> </ul>
<b>Office of Immigration</b>	<ul style="list-style-type: none"> <li>• Implemented a procedure for responding to and referring inquiries in French.</li> </ul>
Agencies	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Annapolis Valley District Health Authority</b>	<ul style="list-style-type: none"> <li>• Since fall 2008, held regular meetings of the French Subcommittee of the Diversity and Social Inclusion Committee. The Subcommittee has a membership of three, from the Acute Care, Human Resources and Public Relations portfolios and reports monthly on the progress made to the French-language services plan.</li> </ul>
<b>Cumberland District Health Authority</b>	<ul style="list-style-type: none"> <li>• Staff instructed how to respond to French-language verbal and written requests from the public. (process in effect since March 31, 2007).</li> </ul>
<b>Guysborough Antigonish Strait Health Authority</b>	<ul style="list-style-type: none"> <li>• Developed a draft internal policy for the provision of services in French.</li> <li>• Continued to develop internal policies ensuring auditing of provision of services in French.</li> </ul>
<b>IWK Health Centre</b>	<ul style="list-style-type: none"> <li>• Completed Interpretation of Languages Policy and distributed Health Centre wide.</li> <li>• Completed Translation of Written Material Related to Patient Care Policy and distributed Health Centre wide.</li> <li>• Participated in the Diversity and Inclusion Strategy Project throughout 2008-2009; French-language services initiatives and planning were important components of this project.</li> </ul>
<b>Nova Scotia Human Rights Commission</b>	<ul style="list-style-type: none"> <li>• Continued to revise policy manual to include protocols to accommodate clients who need service in French at all stages of the human rights complaint process.</li> </ul>
<b>Nova Scotia Pension Agency</b>	<ul style="list-style-type: none"> <li>• Developed and implemented an internal policy relating to responses to inquiries in French.</li> </ul>
<b>South Shore District Health Authority</b>	<ul style="list-style-type: none"> <li>• Continued to review current organizational policies and documentation to ensure compliance with <i>French-language Services Act</i>.</li> <li>• Continued to develop strategic plan to address deficiencies in French-language services delivery.</li> </ul>

# Table of achievements

## Progress Report on French-language Services 2008 – 2009

### Objective 2: Consulting the Acadian and francophone community

Designated public institutions are responsible for establishing and prioritizing French-language services within their departments. This table describes how designated public institutions consulted with the Acadian and francophone community to become more aware of the community's needs and to be better able to establish and prioritize French-language services delivery.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• Department recognized as a partner on Réseau Santé Nouvelle-Écosse's steering committee.</li> <li>• Conducted Poverty Reduction Strategy Survey in French and English.</li> <li>• 71 Community Services offices offered client suggestions boxes with bilingual comment cards.</li> <li>• Ensured department representation during the annual general meetings of Acadian and francophone community organizations, including: Fédération acadienne de la Nouvelle-Écosse, Fédération des parents acadiens de la Nouvelle-Écosse, Centre provincial de ressources préscolaires, and Réseau Santé Nouvelle-Écosse.</li> </ul>
<b>Economic and Rural Development</b>	<ul style="list-style-type: none"> <li>• Continued to engage and collaborate with regional development agencies and stakeholders in the Acadian and francophone community to develop and implement economic development initiatives.</li> <li>• Held a community development training workshop, "Collaborative Strategies", in seven communities in Nova Scotia. Course promoted to public servants and community development organizations in French and English. Materials translated as requested by the Acadian and francophone community.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Highlighted the need for improving access to information in French for applicants for teacher certification during informal meetings with the Executive Director of the Fédération acadienne de la Nouvelle-Écosse and in discussions with the Office of Immigration.</li> <li>• Prepared a letter in English and French explaining recruitment of French-speaking teachers to school boards and Université Sainte-Anne.</li> <li>• Attended annual general meetings of Acadian and francophone community organizations, including: Fédération acadienne de la Nouvelle-Écosse, Radio-Halifax-Métro, and a Réseau de développement économique et d'employabilité Nouvelle-Écosse workshop.</li> <li>• Attended a meeting of Intervenants en education.</li> </ul>
<b>Energy</b>	<ul style="list-style-type: none"> <li>• Developed a list of Acadian and francophone communities and organizations that may be interested in energy related issues.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Began preliminary discussions with the Fédération acadienne de la Nouvelle-Écosse, Réseau de développement économique et d'employabilité Nouvelle-Écosse, and Community Counts to determine the needs of the Acadian and francophone community with regards to statistical outputs from the Community Counts database.</li> <li>• Developed, in conjunction with the Office of Acadian Affairs, a process to ensure that the translation needs of Conseil scolaire acadien provincial, in regards to the SAP financial system, are met.</li> </ul>
<b>Health</b>	<ul style="list-style-type: none"> <li>• Participated, in collaboration with Réseau Santé Nouvelle-Écosse, in provincial mini-colloquiums in Acadian and francophone communities and attended the Annual Health Forum and the Board of Directors meetings of the Réseau Santé Nouvelle-Écosse.</li> <li>• Conducted the Nova Scotia Personal Health Information Legislation Survey in French; translated online questionnaire, fact sheet, and website in French.</li> <li>• Coordinated information and meetings between Department of Health, Department of Education, Consortium national de formation en santé, and Université Sainte-Anne to develop a collaborative approach with regards to French-language health training initiatives.</li> </ul>

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Health Promotion and Protection</b>	<ul style="list-style-type: none"> <li>• Participated, in collaboration with Réseau Santé-Nouvelle-Écosse, in provincial mini-colloquiums in Acadian and francophone communities and attended the Annual Health Forum and the Board of Directors meetings.</li> <li>• Provided simultaneous interpretation services during the Health Promoting Schools conference.</li> <li>• Several surveys conducted in French: <ul style="list-style-type: none"> <li>» Addiction Services: survey conducted in Conseil scolaire acadien provincial schools about youth gambling</li> <li>» Chronic Disease and Injury Prevention: a monitoring tool was translated.</li> </ul> </li> </ul>
<b>Justice / Nova Scotia Legal Aid Commission</b>	<ul style="list-style-type: none"> <li>• Consulted outside agencies to identify and prioritize forms or written informational materials requiring French translation. Web material, brochures, and forms translated. Began the translation of the Civil Procedure Rules.</li> <li>• Consulted with clients to prepare a French-language services plan for 2009-2010; identified gaps and provided services as required.</li> <li>• Continued to consult partners, including l'Association des juristes d'expression française de la Nouvelle-Écosse, Public Prosecution Services, and Nova Scotia Legal Aid Commission, regarding protocols and practices for those hearings conducted in French pursuant to section 530 of the <i>Criminal Code</i>; French Hearing Protocol under review.</li> </ul>
<b>Labour and Workforce Development</b>	<ul style="list-style-type: none"> <li>• Several bilingual members sit on departmental agencies, boards, and commissions.</li> <li>• Ensured that Employer Engagement Navigator works with employers in the Acadian and francophone community.</li> <li>• Ensured liaison between the Department and partners such as Université Sainte-Anne and Équipe d'alphabétisation de la Nouvelle-Écosse via the Adult Education Coordinator.</li> </ul>
<b>Public Service Commission</b>	<ul style="list-style-type: none"> <li>• Ensured department awareness of the guidelines developed for consultations with the Acadian and francophone community.</li> </ul>
<b>Seniors</b>	<ul style="list-style-type: none"> <li>• Met with Regroupement des aînées et aînés de la Nouvelle-Écosse to discuss mobilizing a seniors' network in Acadian and francophone communities to provide a forum for Acadian and francophone seniors to explore needs for French-language and other services.</li> <li>• Supported the Jeux acadiens des aînés (2009) in conjunction with the Office of Acadian Affairs. During the week of March 16, three sessions took place in the south-west region of the province; one in each village of Pubnico, Belleville, and Saulnierville. During the week of March 23, there was a session in Petit-de-Grat, one in Chéticamp, and one in Pomquet. The last session took place on March 31 in the Dartmouth region. Acadian and francophone seniors were consulted about the Games and encouraged to participate in healthy sporting activities.</li> <li>• Maintained ongoing consultation with the Regroupement des aînées et aînés de la Nouvelle-Écosse through the organization's active involvement with the Group of IX Seniors' Organizations.</li> </ul>
<b>Service Nova Scotia and Municipal Relations</b>	<ul style="list-style-type: none"> <li>• Translated materials related to public consultations, where appropriate.</li> <li>• Tracked website usage statistics to determine program areas to translate.</li> </ul>
<b>Tourism, Culture and Heritage</b>	<ul style="list-style-type: none"> <li>• Continued partnerships with the Acadian and francophone community and stakeholders to strengthen Nova Scotia's tourism, culture, heritage, and archive sectors.</li> <li>• The Acadian Tourism Officer attended Let's Talk Tourism sessions around the province, including in Acadian regions, and francophones were welcomed to participate in French.</li> <li>• Department was represented on numerous boards and committees related to Acadian tourism.</li> </ul>
<b>Transportation and Infrastructure Renewal</b>	<ul style="list-style-type: none"> <li>• Undertook a survey of staff to ask them what requests they receive in French; the results will be analyzed to determine if any other initiatives should be undertaken.</li> <li>• Conducted annual Highway Customer Satisfaction Survey in French and English; 14 respondents completed the survey in French. The survey also included a question about accessing Department services in French.</li> </ul>

Offices	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Communications Nova Scotia</b>	<ul style="list-style-type: none"> <li>• Modified corporate communications plan template to ensure that the consultation and communications needs of the Acadian and francophone communities are met.</li> </ul>
<b>Office of Acadian Affairs</b>	<ul style="list-style-type: none"> <li>• Developed and distributed, within government, the French-language Services Consultation Guidelines and a consultation toolkit to assist designated public institutions in consulting the Acadian and francophone community.</li> <li>• Nurtured partnerships between government institutions and community groups, among others, between the Department of Community Services and the Fédération des parents acadiens de la Nouvelle-Écosse; between the Department of Health and the Department of Health Promotion and Protection and the Réseau Santé Nouvelle-Écosse; and between the Department of Labour and Workforce Development and the Réseau acadien des intervenants en employabilité.</li> <li>• Attended forums, symposiums, and annual general meetings of Acadian and francophone community groups, including the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse, the members' forum of the Fédération culturelle acadienne de la Nouvelle-Écosse, and the annual general meeting of the Fédération des parents acadiens de la Nouvelle-Écosse.</li> <li>• Promoted, across government, the availability of funding to hold consultations with the Acadian and francophone community and funded province-wide consultation initiatives organized by Acadian and francophone community groups.</li> <li>• Assisted the Executive Council Office to translate its brochure of appointment opportunities to agencies, boards, and commissions.</li> <li>• Raised awareness of appointment opportunities to agencies, boards, and commissions through the Minister of Acadian Affairs' Advisory Committee and the French-language Services Coordinating Committee.</li> </ul>
<b>Office of Immigration</b>	<ul style="list-style-type: none"> <li>• Participated on the Round-Table on French-speaking Core Professional recruitment and retention for the Conseil scolaire acadien provincial to identify potential solutions to issues associated with interprovincial labour mobility and foreign credential recognition.</li> <li>• Participated on the Comité directeur de l'immigration francophone, a multi-stakeholder committee initiated by the Fédération acadienne de la Nouvelle-Écosse.</li> <li>• Met with the Immigration Coordinator and the Halifax Francophone Regional Coordinator of the Fédération acadienne de la Nouvelle-Écosse for training and information purposes.</li> </ul>
Agencies	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Advisory Council on the Status of Women</b>	<ul style="list-style-type: none"> <li>• Through its strategic goal of promoting the inclusion and participation of women in all their diversity in decisions that affect them, the Council strived to have participation of Acadian and francophone women and to reflect their particular interests and issues in its work.</li> <li>• Council included membership from the Acadian and francophone community and every effort will be made to continue such participation.</li> <li>• Through the Inclusion Subcommittee on the Domestic Violence Prevention Committee, conducted a session with key informants from the Acadian and francophone communities to determine what measures would better address the needs of victims of domestic violence in these communities.</li> </ul>
<b>Annapolis Valley District Health Authority</b>	<ul style="list-style-type: none"> <li>• Strengthened ties with l'Association francophone de la vallée d'Annapolis.</li> <li>• Advertised an opening for a volunteer to join the Kings-Greenwood Community Health Board in the February issue of the regional French-language newsletter; a name was put forward.</li> <li>• Met with the Association francophone de la vallée d'Annapolis, community health board coordinators, the Department of Health, the Department of Health Promotion and Protection, and the Military Family Services Program.</li> </ul>

Agencies	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Cape Breton District Health Authority</b>	<ul style="list-style-type: none"> <li>• There is Acadian and francophone representation within the community health boards as well as on the Board of Directors of the District Health Authority and sub-committees of both groups.</li> <li>• Community health boards completed Understanding Our Health Survey; outcomes and needs of the Acadian and francophone community included in the North Inverness Community Health Board results.</li> </ul>
<b>Capital District Health Authority</b>	<ul style="list-style-type: none"> <li>• Ensured representation of Capital Health at the first annual French-Language Health Service Collaborative Forum.</li> <li>• A member of the Acadian and francophone community joined the Community Health Board of Dartmouth.</li> <li>• Attended the Réseau Santé Nouvelle Écosse's regional committee meeting.</li> <li>• Held an "Open Doors" citizen's conversation in September 2008 to engage the community and gain valuable feedback on health care reform.</li> </ul>
<b>Guysborough Antigonish Strait Health Authority</b>	<ul style="list-style-type: none"> <li>• Applied for funding to develop a community health impact assessment tool in collaboration with Réseau Santé Nouvelle-Écosse.</li> <li>• Continued to develop a memorandum of understanding with the Conseil scolaire acadien provincial.</li> <li>• Local community health boards consulted with the Acadian and francophone population during the annual health planning process.</li> <li>• District Health Authority representatives spoke at Cultural Safety Integration Into Health Care Conference in March 2009.</li> </ul>
<b>IWK Health Centre</b>	<ul style="list-style-type: none"> <li>• Met with members of the Acadian and francophone community in the Halifax Regional Municipality to gather feedback on how the IWK can better serve this community.</li> </ul>
<b>Nova Scotia Business Inc.</b>	<ul style="list-style-type: none"> <li>• Facilitated an ongoing liaison in French for an NSBI client company and the company's potential international customer.</li> </ul>
<b>Nova Scotia Human Rights Commission</b>	<ul style="list-style-type: none"> <li>• Conducted outreach to Acadian and francophone community organizations to participate in events such as the International Human Rights Day.</li> </ul>
<b>South Shore District Health Authority</b>	<ul style="list-style-type: none"> <li>• Established a collaborative working relationship and held regular meetings with the Acadian and francophone community.</li> <li>• Continued to identify the needs, deficiencies, expectations, and the priorities of the Acadian and francophone community in relation to services; continued to develop an action plan to meet the deficiencies and expectations.</li> <li>• Encouraged Acadian and francophone membership on community health boards.</li> </ul>

# Table of achievements

## Progress Report on French-language Services 2008 – 2009

**Objective 3:** Communicating, sharing information, and promoting services available in French

Designated public institutions are responsible for distributing public information in French. This table describes how designated public institutions have created internal and external awareness of their French-language services and relayed government's approach to French-language services delivery to members of the public.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Agriculture / Fisheries and Aquaculture</b>	<ul style="list-style-type: none"> <li>• Translated food safety information for consumers and posted it on the Agriculture website.</li> <li>• Included a French print advertisement in the promotional campaign for the Incredible Picnic, and made the Select Nova Scotia logo available in French.</li> <li>• Ensured communication of the new French web guidelines to pertinent departmental members.</li> <li>• Continued to display bilingual signs at the Arichat and Yarmouth regional offices, where services are available in French and English.</li> <li>• Continued to update the departmental <i>Bonjour!</i> web pages with French-language material as it was translated.</li> </ul>
<b>Community Services</b>	<ul style="list-style-type: none"> <li>• Field offices have bilingual signage.</li> <li>• French-language services available on both Internet and intranet sites.</li> <li>• Licensed Child Care stickers now available to approved facilities in French.</li> <li>• Integrated French-language into departmental client service initiatives such as client suggestion boxes, and waiting area.</li> <li>• Translated major publications such as: Weaving the Threads: A Lasting Social Fabric, Our Kids Are Worth It brochure, Emergency Preparedness Manual, and Privacy Brochure (25 000 words translated).</li> <li>• Developed internal Communication and Translation Protocols and distributed to Executive Directors, Managers, and Directors.</li> <li>• Included questions on employees' knowledge of French-language services in on-line Client Service staff survey.</li> <li>• Offered presentations on French-language services to Head Office staff and during orientation session for new department staff.</li> <li>• Promoted French-language services in departmental newsletter, desk top publication, and intranet site.</li> <li>• Provided French-language services presentations to Regional Management Teams and Executive Committee.</li> <li>• Facilitated translation of Transition Homes websites.</li> </ul>
<b>Economic and Rural Development</b>	<ul style="list-style-type: none"> <li>• Translated the Opportunities for Sustainable Prosperity Progress Report for 2007-2008 (2nd annual) and posted on website.</li> <li>• Translated and published media releases regarding activities in Acadian and francophone communities and joint releases with the Atlantic Canada Opportunities Agency.</li> <li>• Promoted, in French and in English, the community development training workshop "Collaborative Strategies"; the final report is due in 2009-2010 and will be translated.</li> <li>• Translated two key Supplier Development brochures and posted on website.</li> <li>• Created a French Trade Team Nova Scotia Radar video and posted on Department and Trade Team Nova Scotia websites.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Monitored publication of news releases in French from department.</li> <li>• Recruited speakers for French-language causeries-midi, both inside and outside Education.</li> <li>• Distributed keyboard accent templates and <i>Bonjour!</i> kits to various staff.</li> <li>• Responded to inquiries about teacher certification from francophone teachers and translated selected parts of the certification website.</li> <li>• Translated selected parts of Student Assistance website.</li> </ul>

## Energy

- Translated the consultation document for the Energy Strategy and Climate Change Plan; the Energy Strategy is being translated for the website.
- Sought advice from the Office of Acadian Affairs on which sections of the website should be prioritized for translation.
- Prepared and distributed an annual message from the Deputy Minister regarding French-language services.

## Health

- Presented the Healthcare System Transformation initiative at the Réseau Santé Nouvelle-Écosse 2008 Annual Health Forum.
- Provided translation services to the Child Safety Link organization for website patient information materials.
- Translated documents and material to French – Cancer Care (skin cancer and cervical cancer), Primary Health Care emergency brochures, newsletters (health transformation), Provincial Health Services Operational Review (PHSOR), and press releases (bursaries, patient security, nursing homes updates, paramedic training, personal directives, pharmacare programs, and oral health care).
- Coordinated translation requests for district health authorities and the IWK Health Centre.
- Translated and printed mental health documents related to women and depression, autism, anxiety and Bipolar: a total of 500 posters, 250 magnets, and 4,000 booklets were printed in French.
- Used the *Bonjour!* button to outline French-language publications and services on the Department website.
- Provided plain language revision services on several documents to ensure better understanding by Acadians and francophones.
- Ensured regular information updates for the maintenance of the Directory of French Speaking Primary Health Care Providers.
- Delivered a presentation about the Department of Health French-language services to district health authorities employees, responsible for French-language services, during a Collaboration Forum organized by Réseau Santé Nouvelle-Écosse.
- During provincial Continuing Care Collaborative Forums, raised the awareness of Continuing Care provider agencies and district health authorities staff of the importance of improving access to health care services in French.
- Conducted French-language services presentations to Primary Healthcare Provincial Network Committee, Provincial Council of Community Health Board Chairs, and IWK/Districts' chief executive officers in collaboration with Department of Health Promotion and Protection and Réseau Santé Nouvelle-Écosse.
- Launched and advertised bursaries offered to French-speaking nurses: French-language and English newspapers, Radio-Canada, CBC Radio, Department of Health, Department of Education, Acadian and francophone community organizations, Consortium national de formation en santé, Société Santé en français, university nursing campuses in Nova Scotia and New Brunswick (Moncton), employers in long-term care, and vice-presidents of community health and acute care in all the district health authorities/IWK Health Centre.
- Participated in the Orientation trade show to inform new employees about French-language services.
- Delivered an information session on August 15 to staff to present French-language services as well as the Acadian culture in collaboration with the Department of Health Promotion and Protection.
- Developed a departmental intranet page for French-language services.
- Distributed approximately 970 *Bonjour!* materials to district health authorities, IWK Health Centre, and Department of Health employees to identify personnel who can communicate and provide services in French.
- The Continuing Care Branch has actively promoted the *Bonjour!* campaign through newsletters, management meetings, and forums for provider agencies and district health authorities staff.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Health Promotion and Protection</b>	<ul style="list-style-type: none"> <li>• Coordinated translation services to some Public Health offices for regional public health documents.</li> <li>• Used the <i>Bonjour!</i> button to outline French-language publications on the Department website.</li> <li>• Provided plain language revision services on several documents to ensure better understanding by Acadians and francophones.</li> <li>• Translated documents related to the Volunteerism Sector; a representative from the Acadian and francophone community sits on the Advisory Council for Volunteerism.</li> <li>• French-language Services Coordinator participated on the Volunteerism Interdepartmental Coordinating Committee (VICC).</li> <li>• Translated guidelines for grant programs for Physical Activity, Sport and Recreation.</li> <li>• Worked closely with Department of Health to ensure the continuity of the Directory for French Speaking Professionals by ensuring the ongoing maintenance and data collection process.</li> <li>• Conducted French-language services presentations to departmental responsibility centres to increase awareness of French-language services offered by the Department, including the promotion of <i>Bonjour!</i> visual identity program.</li> <li>• Participated in Orientation trade show to inform new employees about French-language services.</li> <li>• Launched a series of new French-language Loving Care brochures produced for new families.</li> <li>• Delivered an information session on August 15 to Health Promotion and Protection staff to present French-language services, as well as the Acadian culture.</li> <li>• Continued to develop an intranet page which will contain information regarding French-language services (training, translation, guidelines, tools, etc).</li> <li>• Delivered a presentation about Health Promotion and Protection French-language services to district health authorities employees, responsible for French-language services, during a Collaborative Forum organized by Réseau Santé Nouvelle-Écosse.</li> <li>• Delivered a presentation to Primary Healthcare Provincial Group in collaboration with Department of Health and Réseau Santé Nouvelle-Écosse.</li> </ul>
<b>Intergovernmental Affairs</b>	<ul style="list-style-type: none"> <li>• Maintained a French-language presence on website.</li> </ul>
<b>Justice / Nova Scotia Legal Aid Commission</b>	<ul style="list-style-type: none"> <li>• Continued to translate the Civil Procedure Rules.</li> <li>• Provided <i>Bonjour!</i> toolkits to new bilingual employees.</li> <li>• Translated three Public Information sheets (Pre-sentence Reports, Adult Diversion Program, and Volunteers-in-Correction) and distributed in Community Corrections offices where there is a demand for French-language services.</li> <li>• Developed French Communications Guidelines; to be submitted for departmental approval.</li> <li>• Public Safety Division translated the Safer Communities and Neighborhoods warning notices; continued to translate <i>Safer Communities and Neighborhoods Act</i> brochure.</li> </ul>
<b>Labour and Workforce Development</b>	<ul style="list-style-type: none"> <li>• Translated and published documents in French, including: <ul style="list-style-type: none"> <li>» Pension Review Panel Discussion Paper, May 2008</li> <li>» Pension Review Interim Position Paper, October 2008</li> <li>» Minimum Wage Discussion Paper, Jan 2008.</li> </ul> </li> <li>• Translated sections of the department's website in French.</li> <li>• Installed bilingual or French signage in offices.</li> <li>• Used and promoted the <i>Bonjour!</i> program.</li> <li>• Utilized the <i>Bonjour!</i> button on the Department website to host consultations documents that have been translated into French.</li> <li>• Prepared an announcement or press release in French when an entire publication was not available in French.</li> <li>• Translated press releases into French in accordance with Communications Nova Scotia policies and French-language Services Regulations.</li> <li>• Consulted with and briefed the Acadian and francophone community on the upcoming Labour Market Development Agreement (LMDA) transition.</li> </ul>

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
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<b>Public Service Commission</b>	<ul style="list-style-type: none"> <li>Translated promotional materials, such as posters and brochures, for the new Respectful Workplace program and sent them to government offices in regions that have large French-speaking populations; these materials are also made available to anyone who may request them.</li> </ul>
<b>Seniors</b>	<ul style="list-style-type: none"> <li>Released e-bulletin in July 2008 and promoted during consultation with the Regroupement des aînées et aînés de la Nouvelle-Écosse.</li> <li>Released calls for proposals for the Positive Aging Fund, the Age-Friendly Communities Program (Spring 2008 and Fall 2009), and the Senior Safety Grant (Fall 2009) in French and English.</li> </ul>
<b>Service Nova Scotia and Municipal Relations</b>	<ul style="list-style-type: none"> <li>Played a lead role in creating Guidelines for Displaying French on Provincial Government Websites to assist departments in creating a consistent display of French-language web pages.</li> <li>Translated and published the Alcohol Ignition Interlock User Handbook and website.</li> <li>Translated the National Safety Code Carrier Registration application form and the Commercial Carrier Registration renewal form and made them available online.</li> <li>Revised the French version of the Driver's Handbook (online PDF version) to reflect fee changes.</li> <li>Added information about the French Online Vehicle Permit Renewal service on Vehicle Renewal Notices mailed to registered vehicle owners in the province.</li> <li>Added the <i>Bonjour!</i> logo to the Department's homepage to highlight available services in French.</li> <li>Updated translated program area web pages simultaneously in French and English.</li> <li>Began the initial stages of implementing a web content management system to enable timely and more efficient updating of French web pages.</li> <li>Provided assistance to the Municipality of Argyle with the translation of their website.</li> <li>Promoted the French-language services within the Department through new employee "Onboarding Sessions".</li> </ul>
<b>Tourism, Culture and Heritage</b>	<ul style="list-style-type: none"> <li>Added a page in French on the Department's corporate website with information and links to French-language services.</li> <li>Translated 67 documents.</li> <li>Translated and issued 7 news releases, following Communications Nova Scotia's guidelines.</li> </ul>
<b>Transportation and Infrastructure Renewal</b>	<ul style="list-style-type: none"> <li>Concentrated on the development of a road safety strategy; when the strategy is finalized it will be translated into French.</li> <li>Translated the "When will my road get plowed?" fact sheet.</li> <li>Expanded the Department's road conditions information system to include road construction work; this information is available in French.</li> <li>Worked with the communities in Guysborough County to provide bilingual community and road name signs; signs were erected in Tor Bay, Larry's River, Charlos Cove, and Port Felix.</li> <li>Tourism, Culture and Heritage has started the design work for the bilingual welcome signs at the major entry points to Nova Scotia; this work will continue in 2009-2010.</li> <li>Internal French-language Services Committee met periodically; relevant information was circulated to the committee, such as information on the Office of Acadian Affairs' Lunch and Learns.</li> </ul>

Offices	Progress in Reaching Goals and Objectives for 2008 – 2009
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<b>Communications Nova Scotia</b>	<ul style="list-style-type: none"> <li>Translated 135 media releases.</li> <li>Translated advertising campaigns; French spokespersons provided for media interviews.</li> <li>Advertised initiatives in French-language media.</li> <li>Used and promoted the <i>Bonjour!</i> program within the institution.</li> </ul>
<b>Emergency Management Office</b>	<ul style="list-style-type: none"> <li>Distributed information brochures and news releases in French and English, as well as a bilingual children's educational video on proper usage of the 911 emergency system.</li> </ul>

**Office of Acadian Affairs**

- Provided special project funding under the Canada-Nova Scotia Agreement on French-language Services to the Fédération acadienne de la Nouvelle-Écosse for a social marketing campaign on French-language services.
- Collaborated with the Fédération acadienne to encourage the Acadian and francophone community to use existing French-language services (social marketing campaign).
- Created the [www.gov.ns.ca/bonjour](http://www.gov.ns.ca/bonjour) website to display hyperlinks to the departments, offices, and agencies that offer information and/or services in French.
- Launched the *Bonjour!* Award for Excellence in French-language Services on March 20, 2009.
- Coordinated the first Nova Scotia-based ceremony of the Ordre de la Pléiade in October 2008. Hosted by the Assemblée parlementaire de la Francophonie and Acadian Affairs, the ceremony honoured 15 former and current Acadian and francophone parliamentarians and community leaders for their contribution to the Acadian and francophone community.
- The Minister of Acadian Affairs delivered approximately 20 formal speeches during various news conferences, forums, symposiums, and annual general meetings, including: the Finale des Jeux de l'Acadie 2008, the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse, and the Forum économique du Conseil de développement économique de la Nouvelle-Écosse.

**Office of Immigration**

- Conducted immigration presentations in French during various events, including:
  - » September and October 2008: Numerous meetings with Nova Scotia employers to discuss the recruitment of foreign skilled workers and to encourage them to join Team Nova Scotia during the immigration job fairs in Europe.
  - » September 13, 2008: Organized an employer fair for immigration in Halifax with the participation of Direction emploi, Université Sainte-Anne, and Conseil scolaire acadien provincial.
  - » October 2008: Presentation to foreign students at Université Sainte-Anne on the International Graduate stream of the Nova Scotia Nominee Program (Pointe-de-l'Église).
  - » March 4, 2009: Conseil de développement économique de la Nouvelle-Écosse – Workplace Integration for Immigrants Best Practices Forum (Halifax).
- Translated portions of website.
- Provided funding to the Fédération acadienne de la Nouvelle-Écosse and the Conseil de développement économique de la Nouvelle-Écosse to increase the immigration content of their respective websites.
- Staff participated in a number of interviews with francophone media locally and internationally.
- Staff provided information in French in person, in writing and over the phone to individuals interested in immigrating to Nova Scotia.

**Office of the Ombudsman**

- Published, in English and in French, the Office of the Ombudsman Annual Report.
- Continued to distribute brochure - Do you Have Concerns about the Provincial and Municipal Government? / Avez-vous des préoccupations au sujet des services gouvernementaux provinciaux ou municipaux?; youth brochure and poster - We have Time to Talk / Nous avons le temps de parler; and poster - Nova Scotia Office of the Ombudsman / Bureau de l'ombudsman de la Nouvelle-Écosse.
- Continued to distribute youth-related material province-wide to all residential child-care facilities, secure care, correctional/detention facilities, probation offices, all youth designated police holding cells (municipal and Royal Canadian Mounted Police), various child and youth advocates across the country, and to staff of youth facilities.
- Continued to distribute communications from the Office to the public during community outreach visits, presentations, conferences, and adult correctional facilities; information is also available on-line.

**Agencies****Progress in Reaching Goals and Objectives for 2008 – 2009****Annapolis Valley District Health Authority**

- French-language plaques showing both the mission, vision, and values and the Expected Behaviours are found in the lobbies and boardrooms of our facilities across the district.
- Cancer centre provided patient information, both paper and video, in French.
- Redesigned the French side of the health authority's website to include new phone numbers and direct access to French-language websites in Nova Scotia.
- Discussed the French side of the health authority's website in the December issue of the Association francophone de la vallée d'Annapolis' newsletter; the Association's newsletter is distributed through the District Health Authority's e-mail distribution list.
- Translated Cancer Care patient brochure Allow Natural Death.
- Translated Volunteer Services DVD for Primary Orientation to hospital.

**Cape Breton District Health Authority**

- Continued to review French-Language Services Communication Plan and to implement as appropriate.
- Continued to identify translation needs with Facility Managers in Inverness and Chéticamp.
- Continued to translate the public website as appropriate and include links to external organizations offering services in French; a French-language page is available.
- Continued to display bilingual signage, as appropriate.
- Enhanced the *Bonjour!* campaign with the distribution of posters, signage, and promotional materials; extended program in Cancer Care.
- Continued to translate documents and publications as appropriate and feasible.
- Continued to explore opportunities to advertise services available in French, especially services available at Sacred Heart Community Health Centre, Chéticamp.

**Capital District Health Authority**

- French entrance/ destination signs at the Halifax Infirmary, Victoria Building, Dickson Building, and Centennial Building.
- Direct link to the French-Speaking Health Care Professionals Directory on the Capital health website.
- Translated over 30 documents; documents are available through Capital Health's website.
- Continued to promote and encourage new employees who can provide services in French to wear the *Bonjour!* button.
- Added a bilingual media spokesperson for Capital Health.

**Cumberland District Health Authority**

- Created new signage regarding the services of a community health interpreter and distributed across the district.

**Guysborough Antigonish Strait Health Authority**

- Installed bilingual or French signage in offices; high traffic areas in facilities have signage stating that patients can access interpretation services if required (Emergency Room and Admitting).
- Designated staff to wear *Bonjour!* pins to demonstrate their French speaking ability.
- Ensured availability of bilingual resources at the youth centre at École Beau-Port.
- Encouraged students and staff of the youth health centre at École Beau-Port to access services in both official languages.

**IWK Health Centre**

- IWK Website has a French-language page describing services and education information.
- IWK Patient Information Booklet available in French.
- Reviewed printed education material for patients and families available in French.
- Used and promoted the *Bonjour!* program within the Health Centre.
- New signs installed within Health Centre are bilingual.

**Nova Scotia Business Inc.**

- Translated a news release announcing growth in 2008 of Register.com in Yarmouth and new office in Halifax. Media relations did specific outreach to French-language media in the Yarmouth area for this announcement.
- Translated news release and note-to-editors leading into a public event held in Cornwallis, Annapolis County, regarding an investment into the retention and competitiveness at Acadian Seaplants. Specific outreach to media occurred and French-language media kits were created for the event.

Agencies	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Nova Scotia Gaming Corporation</b>	<ul style="list-style-type: none"> <li>• Produced advertising, promotions, and other public communications in French.</li> </ul>
<b>Nova Scotia Human Rights Commission</b>	<ul style="list-style-type: none"> <li>• Provided information on the <i>Human Rights Act</i> and complaint process in French.</li> <li>• Continued to print and offer all seven information pamphlets and the <i>Human Rights Act</i> in French.</li> <li>• Distributed pamphlets in French and English at approximately 15 training workshops throughout the province.</li> <li>• Posted information pamphlets and <i>Human Rights Act</i> on website in French and English.</li> <li>• Translated annual report into French.</li> <li>• Translated aboriginal framework Plan for Investigation and Resolution of Aboriginal Complaints report into French.</li> <li>• Distributed media releases in both French and English for events such as the International Human Rights Day and on decisions of particular relevance to the Acadian and francophone community.</li> <li>• Developed posters in French and English for advertised events including International Human Rights Day.</li> </ul>
<b>Nova Scotia Pension Agency</b>	<ul style="list-style-type: none"> <li>• Developed a front-line service ‘triage’ to expand the Agency’s ability to provide information in French.</li> <li>• Members are more aware that the Agency will provide service to them in French upon request</li> </ul>
<b>Nova Scotia Utility and Review Board</b>	<ul style="list-style-type: none"> <li>• Consistent with past practice, and if requested to do so, the inspectors and other staff of the Board’s Motor Carrier Division continued to communicate in French with representatives of the Conseil scolaire acadien provincial respecting the Nova Scotia Utility and Review Board’s functions relating to the carriage of students on school buses operated by, or under contract with, the school board.</li> </ul>
<b>South Shore District Health Authority</b>	<ul style="list-style-type: none"> <li>• Presence of welcome signage in French; working to increase bilingual signage.</li> <li>• Distributed and promoted French-language Patient Services Directory.</li> <li>• Continued to distribute health promotion information and patient education materials available in French as appropriate; working to translate additional information.</li> <li>• Continued to enhance the District Health Authority’s website to promote availability of French-language services and information.</li> <li>• Promoted the <i>Bonjour!</i> program to management and staff throughout the District Health Authority.</li> <li>• Educated staff regarding the district health authority’ guidelines for access to interpretative services.</li> <li>• Continued to explore the use of telehealth to expand the capacity for interpretative services.</li> </ul>

# Table of achievements

## Progress Report on French-language Services 2008 – 2009

**Objective 4:** Supporting French-language services development, planning, and delivery in priority areas

As part of their annual planning process, designated public institutions are responsible for developing plans for French-language services delivery. This process includes addressing human resources issues as they relate to French-language services delivery. This table describes funding provided through designated public institutions for Acadian and francophone community initiatives which corresponded to the objectives outlined in the Global Development Plan for Nova Scotia's Acadian and Francophone Community.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<p><b>Agriculture/Fisheries and Aquaculture</b></p>	<ul style="list-style-type: none"> <li>• Two regional offices provided verbal and written services in French, in addition to liaising with community fishing organizations in the area.</li> <li>• Contacted front-line staff in regional offices to inquire about requests for services and/or written materials in French.</li> <li>• Communicated with staff about French-language training opportunities in their area, opportunities to practice their French skills and where to look for additional resources.</li> <li>• Gave financial support to the Finale des Jeux de l'Acadie 2008 to offset some of the costs of providing milk for participating students.</li> </ul>
<p><b>Community Services</b></p>	<ul style="list-style-type: none"> <li>• Human resources consultant assigned to Client Services and French-language Services Initiative.</li> <li>• French-language capacity survey completed by all Department of Community Services/Housing managers and directors, identifying staff capable and willing to offer services in French.</li> <li>• Utilized 77 French language training seats.</li> <li>• Developed a Training Protocol and distributed to executive directors, managers, and directors across the Department.</li> <li>• Supported Conseil jeunesse provincial with RÉVEILution project designed to enhance confidence and cultural identity of Acadian youth.</li> <li>• Supported Hub Model phase II project which saw the Centre provincial de ressources préscolaires de la Nouvelle-Écosse (La Pirouette) expand their Family Resources services to neighboring Acadian and francophone communities.</li> <li>• Participated on an interprovincial committee (Nova Scotia, New Brunswick, and Prince Edward Island) for Recruitment and Retention of Early Childhood Development Educators.</li> <li>• Participated on provincial stakeholders working group to promote recruitment and retention of Early Childhood Development educators.</li> <li>• Provided subsidies for Early Childhood Development programs including stabilization, operating, salary and, renovation grants.</li> <li>• Supported French Early Intervention programs in Acadian and francophone communities.</li> </ul>

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Economic and Rural Development</b>	<ul style="list-style-type: none"> <li>• Fully bilingual staff in our offices in Yarmouth, Port Hawkesbury, and Church Point, and one bilingual staff member in the Halifax office.</li> <li>• Provided services from the Centre d'aide en affaires et en entrepreneuriat.</li> <li>• Set up a bilingual "Canada/Nova Scotia Business Service Centre" at our Church Point Office.</li> <li>• Provided funding for simultaneous interpretation services to the Conseil de développement économique de la Nouvelle-Écosse, the South West Shore Development Authority, and the Nova Scotia Association of Regional Development Authorities for their mid-year annual business plan reviews; also provided meeting facilities for these reviews.</li> <li>• Included French-language services in the 2008-2009 Business Plan.</li> <li>• 17 staff participated in 28 French-language training sessions in 2008-2009; 42 staff members have participated in French-language training since 2007.</li> <li>• Scheduled bi-weekly informal lunch appointments to practice French.</li> <li>• Funded the development of the Rendez-vous de la Baie (Clare Interpretive Centre) which was completed in 2009.</li> <li>• Continued to fund the establishment of the Centre scolaire communautaire de Par-en-Bas in Argyle.</li> <li>• Funded the <i>Coopérative Radio Richmond Limitée</i> project.</li> <li>• Supported the completion of the Chéticamp Region strategic plan.</li> <li>• Supported the implementation of Chéticamp's revitalisation plan.</li> <li>• Supported the implementation of the Société de développement de Pomquet business plan.</li> <li>• Supported Chéticamp and Isle Madame's efforts to obtain "Services d'aide à l'emploi" in French.</li> <li>• As the provincial lead, worked closely with stakeholders in efforts to prepare a proposal to obtain a UNESCO designation for Grand-Pré.</li> <li>• Provided core and project funding to Conseil de développement économique de la Nouvelle-Écosse.</li> <li>• Provided funding for the Radio-Halifax-Métro (FM 98.5) project.</li> <li>• Provided funding to the South West Shore Development Authority for the development of marketing and tourism materials.</li> <li>• Provided funding to South West Shore Development Authority for a bilingual development officer in Clare to provide services for the Acadian and francophone community.</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• French-language services plan has formed the basis of critical path and bimonthly reports.</li> <li>• Assisted Evaluation Services in verification of requirements for one job posting; discussions have begun with Human Resources to undertake this more systematically.</li> <li>• Encouraged staff to take French language training, facilitated the process of registration where requested, and provided follow-up support with "words of the month" email.</li> <li>• Collected and reported numbers of employees who have taken French language training.</li> </ul>
<b>Energy</b>	<ul style="list-style-type: none"> <li>• Identified staff that are fluently bilingual.</li> <li>• Directors will inform staff at their regular meetings of the French courses that are available.</li> </ul>

**Health**

- French-language services are an integral part of the Department of Health Business Plan and Accountability Report.
- Continuing Care District Managers incorporated the promotion of improving access to services in French in their operational plans.
- Awarded five bursaries to French-speaking nursing students located in Cape Breton, Annapolis Valley, and South West Nova.
- Participated on the Provincial Primary Health Care Network Committee.
- Participated on the Diversity Committee, and liaised with the Social Inclusion Health Policy Advisor on projects related to the uptake of the provincial Cultural Competence Guidelines.
- Physician Services met with Consortium national de formation en santé to develop recruitment material and incentives aimed at students attending French language medical programs.
- Physician Services facilitated placements with Dalhousie University for students under the Consortium national de formation en santé and Québec/New-Brunswick Agreement in collaboration with district health authorities.
- French-Language Services and Physician Services liaised with district health authorities to engage them in work placements, and in recruitment and retention of our French-speaking health professionals.
- The Department of Health, in collaboration with the Department of Education, explored strategies for French-speaking health care professionals to encourage a sustainable workforce in health fields.
- Submitted, in collaboration with Health Human Resource, Nursing Policy Services, and Physician Services, a francophone Health Human Resources Data and Planning Project Proposal to Health Canada to support the inclusion of a francophone health human resources plan into the larger provincial Health Human Resources Strategy.
- Distributed detailed information about French language courses to Department of Health staff: 157 employees attended French language training.
- Distributed detailed information about French language courses to the Continuing Care Branch: 17 Continuing Care employees attended French language training.
- Encouraged staff to participate in Lunch and Learns in French offered by the Office of Acadian Affairs.
- French-Language Services developed a capacity survey to create a French-language Resources list to assist in formalizing French-language services offered by the Department.
- Continuing Care Branch compiled a resource list of French-speaking staff to ensure the delivery of French-language services.
- Continuing Care determined a mechanism to identify positions where bilingualism is an asset.
- Incorporated francophone and Acadian needs in one-day workshop “Clinical Cultural Competence for Front Line Workers”.
- Health and Wellness: Developed, in collaboration with the Department of Health Promotion and Protection, a collaboration agreement with Réseau Santé Nouvelle-Écosse to better identify health and wellness needs and priorities of the Acadian and francophone communities (in progress).

**Health Promotion and Protection**

- French-language services are an integral part of the departmental Business Plan and Accountability Report.
- Appointed a full-time French-language services coordinator.
- Developed and sent a French language capacity survey to create a French-language resources list to assist in formalizing French-language services offered in the Department.
- Distributed detailed information about French language courses to all Health Promotion and Protection employees; several employees participated in French-language training.
- Provided funding for a French immersion course to a Public Health nurse who is responsible to serve the Conseil scolaire acadien provincial schools.
- Encouraged staff to participate to Lunch and Learns in French offered by the Office of Acadian Affairs.
- Health and Wellness: Developed, in collaboration with the Department of Health, a collaboration agreement with Réseau Santé Nouvelle-Écosse to better identify health and wellness needs and priorities of the Acadian and francophone communities (in progress).
- Education: Provided a grant to the Comité provincial des Jeux de l’Acadie to organize the first Coach Conference in French.
- Provided assistance to the Finale des Jeux de l’Acadie by offering department staff time during the event.

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Intergovernmental Affairs</b>	<ul style="list-style-type: none"> <li>• French language training provided to one staff member.</li> </ul>
<b>Justice/Nova Scotia Legal Aid Commission</b>	<ul style="list-style-type: none"> <li>• Drafted Court Services policy for hiring staff in designated areas.</li> <li>• Appointed one bilingual judge to Provincial and Family Court and hired two new bilingual staff.</li> <li>• Continued to examine the feasibility of surveying Justice staff to determine the level of French-language services provided and of new Justice employees to self-identify with regards to their linguistic capability (using a form included in hiring package).</li> <li>• Four employees evaluated for French language proficiency. Legal Aid lawyer and employees provided training and French lexicons/dictionaries for their offices.</li> <li>• Provided bilingual Criminal Code of Canada to Justice Centres.</li> <li>• Provided a French-language Annotated Criminal Code to Public Prosecution Services French-language prosecutors.</li> <li>• 110 civil servants, including staff of Legal Aid, participated in French language training.</li> <li>• Initiated dialogue with the common law faculty at Université de Moncton in an effort to locate bilingual law students who might be attracted to an articling position with Legal Aid or future employment as a staff lawyer.</li> <li>• Interviewed students for article clerk positions for 2009-2010.</li> <li>• Two Public Prosecution Services prosecutors attended the Quebec Prosecutors' School, and four attended the week-long specialized French legal terminology training session for prosecutors provided through l'Institut Joseph-Dubuc.</li> <li>• Public Prosecution Services conducted a survey to determine the number of staff able and willing to provide French-language services.</li> <li>• Public Prosecution Services advertised and held a competition for a Crown Attorney who will be primarily responsible for French-language prosecutions in Nova Scotia, supplemented by local Crown Attorney resources where available, and will also be the French-language services coordinator for Public Prosecution Services.</li> <li>• Purchased video conferencing equipment for Yarmouth, and Port Hawkesbury Court Services (pilot project).</li> <li>• Continued to develop a guide for victim services staff to help them secure French-language interpreters for court preparation, the Child Victim Witness Program, and assistance with the Victim Impact Statements.</li> </ul>
<b>Labour and Workforce Development</b>	<ul style="list-style-type: none"> <li>• Incorporated the departmental French-language services plan into the departmental business plan.</li> <li>• Toll-free service in French is available to clients of Adult Learning Program.</li> <li>• Provided Workplace Education Programs in both French and English.</li> <li>• Developed two courses for Acadian and francophone adult learners; adults can complete literacy upgrading up to high school in French.</li> <li>• Offered French language training to Department staff.</li> <li>• Identified French/bilingual capacity of staff.</li> <li>• Recruited bilingual staff.</li> <li>• Recruited a designated Adult Education Co-ordinator.</li> <li>• Delivered Adult Education Programs in French and English.</li> <li>• Supported programs for unemployed, older workers in the Acadian and francophone community.</li> <li>• Labour Market Transition Division and Skills and Learning Branch worked together to organize an Advisory Committee on program issues regarding French-language services.</li> </ul>

Departments	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Public Service Commission</b>	<ul style="list-style-type: none"> <li>• A term Policy Analyst position was staffed during the 2nd quarter of 2008-09, during which time an initial draft of guidelines regarding the following was prepared:               <ul style="list-style-type: none"> <li>» Identification of current positions within government requiring French language capacity</li> <li>» Identification of current French language capacity within government</li> <li>» Development of French language verbal and written competency standards required to assess French-language capacity</li> <li>» Identification of French language training requirements in order to close existing competency gaps</li> <li>» Posting and hiring of individuals with French language competencies required to fill any gaps.</li> </ul> </li> <li>• Included a question in the 2009 “How’s Work Going?” employee survey that asked employees to identify their level of proficiency in speaking and listening to, reading, and writing in French.</li> <li>• Provided front line staff, within the Public Service Commission, with instructions and support materials, such as the <i>Bonjour!</i> program’s Practical tips for providing service in French guide, to assist them in responding to telephone calls from French-speaking members of the public.</li> <li>• Identified staff members with French-language capacity to respond to verbal and written requests and inquiries from the public; staff have been advised of the availability of these individuals to provide assistance as needed.</li> </ul>
<b>Seniors</b>	<ul style="list-style-type: none"> <li>• Continued to include French language ability as an asset in job postings for all positions.</li> </ul>
<b>Service Nova Scotia and Municipal Relations</b>	<ul style="list-style-type: none"> <li>• Continued to provide bilingual services in the Dartmouth and Yarmouth Access Nova Scotia Centres, the Provincial call-centre, and the Business Registration Unit.</li> <li>• Maintained existing online services and began upgrading services to incorporate new website design and to allow Interac payments for online services.</li> <li>• Provided French training options for staff through the Office of Acadian Affairs.</li> <li>• Advertised all vacant positions in the Service Delivery division as seeking French-language capacity as an asset.</li> <li>• Added an on-line service to allow the payment of municipal parking tickets in French for select municipalities.</li> </ul>
<b>Tourism, Culture and Heritage</b>	<ul style="list-style-type: none"> <li>• 10 visitor information centres used the <i>Bonjour!</i> program; continued work to expand the program more broadly in museums and other locations where frontline services are provided.</li> <li>• Encourage staff to learn and improve their French language skills, and provided learning opportunities; eleven staff took French classes.</li> <li>• Invested, through the department’s funding programs, about \$480,000 in tourism, culture, heritage, and archive projects that support the Acadian and francophone community.</li> </ul>
Offices	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Communications Nova Scotia</b>	<ul style="list-style-type: none"> <li>• 15 staff pursued French language training.</li> <li>• Three bilingual communicators were recruited in 2008-2009.</li> </ul>
<b>Office of Acadian Affairs</b>	<ul style="list-style-type: none"> <li>• Supported the Public Service Commission in hiring a French-language Services Policy Analyst and assisted with the definition of the responsibilities and priorities of the position.</li> <li>• Supported the Ministerial Conference on the Canadian Francophonie’s Youth Intervention Strategy by providing funding for youth projects such as RÉVEILution, Dialogues jeunesse, and participation of the Conseil jeunesse provincial de la Nouvelle-Écosse in the Institut du Nouveau Monde’s summer school.</li> <li>• Translated over 1.6 million words, including publications, speeches, correspondence, website content, and press releases for 54 government institutions.</li> <li>• Translated over 32,500 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature websites (Noria project funded by the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information).</li> <li>• Coordinated 650 seats in French language training for provincial public servants in Halifax, Tusket, and Sydney.</li> <li>• Coordinated French language training for 9 parliamentarians and 15 Nova Scotia Legislature staff under the Noria project.</li> </ul>

Offices	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Office of Acadian Affairs</b> (continued)	<ul style="list-style-type: none"> <li>• Developed and tested a training session designed to promote a greater awareness of the Acadian and francophone community among Nova Scotia public servants.</li> <li>• Hosted 11 French-language lunch and learn sessions for public servants (146 participants).</li> <li>• Coordinated the purchase of French-language publications for the Legislative Library (Noria project).</li> <li>• Provided more than \$966,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 17 designated public institutions to develop and implement French-language services initiatives, or to support Acadian and francophone community initiatives.</li> <li>• Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia.</li> <li>• Supported the programming of the Conseil communautaire Étoile de l'Acadie and the Conseil communautaire du Grand-Havre through funding from the Canada-Nova Scotia Agreement on French-language Services.</li> <li>• Supported the construction of the Par-en-Bas school community centre – \$100,000 in funding provided in 2008-2009 for construction.</li> </ul>
<b>Office of Immigration</b>	<ul style="list-style-type: none"> <li>• Designated a Program Officer position as bilingual to liaise with the Acadian and francophone community.</li> <li>• Two staff members took French language training.</li> <li>• Staff participated in four specific immigration fairs in November 2008 in Paris (2), Toulouse and Brussels. Funding was provided through Citizenship Immigration Canada for representatives of the Acadian and francophone community to attend these fairs.</li> <li>• Signed a Memorandum of Understanding with Citizenship and Immigration Canada to access \$18,000 to support francophone immigration promotional activities. The promotional activities included staff from the Office of Immigration, the Fédération acadienne de la Nouvelle-Écosse, and the Conseil de développement économique de la Nouvelle-Écosse attending immigration fairs in France and Belgium.</li> <li>• Hosted an information session for more than 40 employers and employment stakeholders on skills workers recruitment in France and Belgium. Representatives from the Canadian Embassy in Paris, Citizenship and Immigration Canada, and the French employment and international mobility agency Espace Emploi International were present to provide more information to Nova Scotian employers. This event was organized in cooperation with the Fédération acadienne de la Nouvelle-Écosse and the Conseil de développement économique de la Nouvelle-Écosse.</li> <li>• Provided \$70,000 to the Fédération acadienne de la Nouvelle-Écosse to build capacity to promote, recruit, welcome, and integrate new French-speaking immigrants in the Acadian and francophone regions of Nova Scotia.</li> <li>• Provided a grant of \$19,037 to Fédération acadienne de la Nouvelle-Écosse to include a series of video testimonials from French-speaking immigrants to Nova Scotia.</li> <li>• Provided \$44,930 in funding through the Labour Market Agreement to Université Sainte-Anne for a pilot project that aimed at preparing French-speaking immigrants to the Canadian labour market and workplace, including a two week job placement.</li> <li>• Allocated \$17,409 from the Labour Market Agreement to the Conseil de développement économique for a one-day forum on the integration of immigrants in the workplace and employability best practices.</li> <li>• Supported three Acadian organizations and their various immigration initiatives through the Immigration Settlement Program Funding and the Labour Market Agreement funding – Fédération acadienne de la Nouvelle-Écosse, Conseil de développement économique de la Nouvelle-Écosse and Université Sainte-Anne.</li> </ul>
<b>Office of the Ombudsman</b>	<ul style="list-style-type: none"> <li>• Updated internal survey; four staff members have the capacity to provide verbal French-language services as well one part-time casual employee. Two staff members have indicated they have some capacity to provide written French-language service. The <i>Bonjour!</i> sign is displayed in the offices of these individuals.</li> </ul>

Agencies	Progress in Reaching Goals and Objectives for 2008 – 2009
<b>Advisory Council on the Status of Women</b>	<ul style="list-style-type: none"> <li>Continued to support groups such as the Fédération des femmes acadiennes de la Nouvelle-Écosse through in-kind contributions as needed and possible.</li> </ul>
<b>Annapolis Valley District Health Authority</b>	<ul style="list-style-type: none"> <li>As of January 2009, new staff are asked to indicate what languages they speak and their level of fluency.</li> <li>Attended the May 2008 Collaborative Forum in Halifax for all district health authorities: Réseau Santé Nouvelle-Écosse and the <i>Bonjour!</i> program were discussed at length.</li> <li>Hosted, for one month, a third year medical student from Nova Scotia studying in Sherbrooke, Québec; the District Health Authority hopes to draw more students for elective rotations within the District Health Authority.</li> </ul>
<b>Cape Breton District Health Authority</b>	<ul style="list-style-type: none"> <li>Recruitment policy states that bilingual candidates will be given preference in the hiring process for Sacred Hearth Community Health Centre (Chéticamp).</li> <li>Compiled a directory of staff comfortable performing job duties in French, based on volunteer responses; directory available in French and English on the public internet site and included in the on-call binder.</li> <li>Six employees of the District participated in the winter 2008/spring 2009 French language training courses sponsored by the Office of Acadian Affairs.</li> <li>Formed the Spirituality, Diversity and Social Inclusion Committee to address cultural competency.</li> </ul>
<b>Capital District Health Authority</b>	<ul style="list-style-type: none"> <li>The French <i>Bonjour!</i> button designed to identify staff comfortable speaking French, is incorporated into the new employee orientation sessions and distributed to existing staff to increase awareness of the need for active offers of assistance in French.</li> <li>Provided funding grant for a playground at école du Carrefour.</li> </ul>
<b>Guysborough Antigonish Strait Health Authority</b>	<ul style="list-style-type: none"> <li>Continued to advertise employment opportunities in Acadian and francophone communities as “bilingualism preferred”.</li> <li>Provided cultural competency training to managers and the Board of Directors 2008-2009.</li> <li>Identified French/bilingual capacity of staff, through a language survey.</li> <li>Recruited bilingual staff to fill vacant positions.</li> </ul>
<b>IWK Health Centre</b>	<ul style="list-style-type: none"> <li>Completed a plan for strengthening service delivery for diverse populations, including that of our French-speaking population (part of the Diversity and Inclusion Strategy Project).</li> <li>Identified French language/bilingual capacity of staff.</li> <li>Offered French language training to seven staff.</li> <li>IWK staff available to offer health promotion education to school community.</li> </ul>
<b>Nova Scotia Business Inc.</b>	<ul style="list-style-type: none"> <li>Offered fall 2008 and winter 2009 French-language training to NSBI staff throughout the province. Three NSBI staff attended and completed courses during the year (two in Halifax and one in Yarmouth).</li> </ul>
<b>Nova Scotia Human Rights Commission</b>	<ul style="list-style-type: none"> <li>Provided lunch time French language training programs to staff for 10 - 12 weeks for two programs; attended by 6 – 8 staff.</li> <li>Supported evening classes at Université Sainte-Anne (Halifax campus) for two staff.</li> <li>Included question on other languages than English on self-identification survey for Equity Policy planning.</li> <li>Included French language fluency as an asset in posting for Junior Human Rights Officer for summer intake role.</li> <li>Developed goals to recruit and retain diverse staff and mediators, including a mediator fluent in French.</li> <li>Supported French language training for staff.</li> </ul>
<b>Nova Scotia Pension Agency</b>	<ul style="list-style-type: none"> <li>Incorporated French-language services plan within Operational Business Plan.</li> </ul>
<b>South Shore District Health Authority</b>	<ul style="list-style-type: none"> <li>Continued to incorporate plans and strategies for French-Language service delivery into annual planning process.</li> </ul>

# Appendix 2 Schedule A of the French-language Services Regulations

## Designated public institutions

This list has been updated to reflect current department, office, and agency names. These changes have not been made to the official version of the Regulations.

### **Departments**

Agriculture\*  
Community Services\*  
Economic and Rural Development\*  
Education\*  
Energy\*  
Environment\*  
Finance\*  
Fisheries and Aquaculture\*  
Health\*  
Health Promotion and Protection\*  
Intergovernmental Affairs\*  
Justice\*  
Labour and Workforce Development\*  
Natural Resources\*  
Public Service Commission\*  
Seniors\*  
Service Nova Scotia and Municipal Relations\*  
Tourism, Culture and Heritage\*  
Transportation and Infrastructure Renewal\*

### **Offices**

Communications Nova Scotia\*  
Emergency Management Office\*  
Freedom of Information and Protection of Privacy Review Office  
Office of Acadian Affairs\*  
Office of Immigration\*  
Office of the Ombudsman\*  
Office of the Premier

### **Agencies**

Advisory Council on the Status of Women  
Annapolis Valley District Health Authority  
Art Gallery of Nova Scotia  
Cape Breton District Health Authority  
Capital District Health Authority  
Colchester East Hants District Health Authority  
Cumberland District Health Authority  
Guysborough Antigonish Strait Health Authority  
IWK Health Centre  
Nova Scotia Business Inc.  
Nova Scotia Gaming Corporation  
Nova Scotia Human Rights Commission  
Nova Scotia Legal Aid Commission  
Nova Scotia Liquor Corporation  
Nova Scotia Pension Agency  
Nova Scotia Utility and Review Board  
Pictou County Health Authority  
South Shore District Health Authority  
South West Nova District Health Authority  
Voluntary Planning Board  
Youth Secretariat

This appendix is unofficial and is for reference only. For the official version of the regulations, consult the original documents on file with the Registry of Regulations, or as published in the Royal Gazette Part II. For the most up-to-date version of the Regulations, either contact the Registry or check the list of Regulations by Act on the website at [www.gov.ns.ca/just/regulations/regs](http://www.gov.ns.ca/just/regulations/regs)

\*Denotes participation on the French-language Services Coordinating Committee in 2008 – 2009.