



Acadian Affairs
Affaires acadiennes

French-Language Services Plan

2010-2011

Office of Acadian Affairs French-Language Services Plan 2010-2011

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

During the 2009-2010 fiscal year, the Office of Acadian Affairs contributed towards strengthening the Government of Nova Scotia's capacity to offer French-language services. As the central support agency for government for French-language services, Acadian Affairs provided services in three key areas. Firstly, the Office provided translation services to ensure that the public has access to an increasing amount of government information in French. Secondly, Acadian Affairs coordinated French language and awareness training for provincial civil servants. This continues to build the public service's capacity to serve Acadians and francophones in French as well as raise its awareness of the needs and issues of the Acadian and francophone community and of government's obligations pertaining to French-language services. Thirdly, the Office provided funding to government institutions through the Canada-Nova Scotia Agreement on French-language Services to help them develop and implement French-language services. Acadian Affairs manages the federal-provincial agreement on behalf of the Province of Nova Scotia, and the Department of Canadian Heritage manages the agreement on behalf of the Government of Canada.

This French-language services plan highlights the progress of the Office of Acadian Affairs in reaching the goals and objectives it established for the 2009-2010 fiscal year to improve French-language services. The plan also outlines the measures that the Office will implement in 2010-2011 to build on its successes and to strengthen the government's commitment to contribute to the preservation and growth of the Acadian and francophone community of Nova Scotia.

Original signed by...

Vaughne Madden

RESPONSES TO REQUESTS IN FRENCH

All staff positions at the Office of Acadian Affairs require French-language capacity. Therefore, the staff is able to respond in French to verbal and written requests submitted in French by members of the public.

FRENCH-LANGUAGE SERVICES INVENTORY

The Office of Acadian Affairs is the central support agency for French-language services for government departments, offices, and agencies. Accordingly, Acadian Affairs' services include:

- Offering translation services to provincial government entities
- Coordinating and funding French language training and French-language lunch and learn sessions for provincial public servants
- Facilitating one-day workshops to increase Nova Scotia public servants' awareness of the needs and priorities of the Acadian and francophone community and government obligations for French-language services delivery
- Providing assistance to help public institutions develop relationships and to maintain ongoing dialogue with Acadian and francophone community stakeholders, including providing French-language services during consultations
- Offering advice and financial support to public institutions for the development and delivery of programs, policies, and services that reflect the needs of the Acadian and francophone community
- Providing material from the *Bonjour!* Visual Identification Program to designated public institutions to encourage and promote the active offer of French-language services
- Supporting initiatives led by the Acadian and francophone community which contribute to the community's growth and development
- Encouraging and recognizing excellence in French-language services delivery

All media releases and public documents from Acadian Affairs are issued in both French and English. In addition, a bilingual annual report on the Government of Nova Scotia's progress in delivering services in French is published by the Office and tabled in the House of Assembly by the Minister of Acadian Affairs.

PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2009-2010

Table 1 outlines the progress the Office of Acadian Affairs has achieved in reaching the goals and objectives it established for the 2009-2010 fiscal year. Highlights include:

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

- Finalized the negotiation, with Canadian Heritage, of the Canada-Nova Scotia Agreement on French-language Services for 2009-2013 and coordinated the implementation of the Strategic Plan for French-language Services during 2009-2010

- Supported the Ministerial Conference on the Canadian Francophonie's engagement to improve dialogue and collaboration between the federal, provincial, and territorial governments, francophone communities, and the academic community in initiatives related to francophone immigration

Consulting, planning, developing, and delivering French-language services in priority areas

- Provided \$945,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 13 designated public institutions to develop and implement French-language services initiatives and support community initiatives, an amount which was at least matched by the institutions
- Coordinated and funded over 795 seats of French language training for provincial public servants in Greenwood, Halifax, Petit-de-Grat, Truro, Tusket, and Sydney
- Coordinated French language training for 7 parliamentarians and 22 Nova Scotia Legislature and caucus staff under the Noria project funded by the Assemblée parlementaire de la Francophonie
- Translated over 1.8 million words, including publications, speeches, correspondence, website content, and press releases for 53 government institutions
- Translated 14,000 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature web sites
- Presented the first *Bonjour!* Awards for Excellence in French-language Services to public servants
- Hosted four French-language lunch and learn sessions for public servants (62 participants)

Supporting the Acadian and francophone community in its long-term development and sustainability

- Provided \$144,000 to support initiatives in the Acadian and francophone community
- Provided special project funding of \$40,000 under the Canada-Nova Scotia Agreement on French-language Services to the Conseil jeunesse provincial de la Nouvelle-Écosse to implement a social marketing campaign designed to increase demand and use of French-language services by Acadian and francophone youth
- Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia

GOALS, OBJECTIVES, AND MEASURES FOR 2010-2011

In 2010-2011, the Office of Acadian Affairs will continue to develop and implement initiatives that improve the French-language services offered by the Government of Nova Scotia.

Table 2 illustrates the goals and objectives that Acadian Affairs has established for 2010-2011 and the measures that it will implement to achieve these goals and objectives.

ADDRESSING THE PRIORITIES OF THE ACADIAN AND FRANCOPHONE COMMUNITY

The Office of Acadian Affairs maintains ongoing dialogue with Acadian and francophone stakeholders to remain informed of the needs and priorities of the community. The Office regularly attends meetings, forums, symposiums, and the annual general meeting of provincial organizations. Acadian Affairs is then better able to advise the government during the development and implementation of policies, programs, and services. Acadian Affairs also encourages the Acadian and francophone community to communicate its needs and priorities directly to government institutions. In 2010-2011, Acadian Affairs will also provide the community with the opportunity to provide feedback as it conducts a review of French-language services for the purpose of evaluating the effectiveness of the *French-language Services Regulations*.

Acadian Affairs encourages other government institutions to consult Acadian and francophone community organizations to develop programs, policies, and services that meet the needs and priorities of the community. As part of its mandate, Acadian Affairs supports designated public institutions in providing services in French during public consultations. The support offered includes consultation guidelines, translation services, and funding. Acadian Affairs also encourages designated public institutions to consider the goals of the community as expressed in its Global Development Plan.

The assistance provided by Acadian Affairs enables designated public institutions to encourage the participation, in French, of Acadians and francophones during public consultations, thereby helping government institutions remain aware and able to respond to the needs and priorities of the community.

CONTRIBUTION TO THE PRESERVATION AND GROWTH OF THE ACADIAN AND FRANCOPHONE COMMUNITY

This French-language services plan outlines the measures that the Office of Acadian Affairs will undertake to contribute to the Acadian and francophone community's growth and sustainability. As a central support agency for government, Acadian Affairs assists designated public institutions develop and deliver French-language services. The Office works to build the government's capacity to proactively offer services in French by providing training opportunities, translation services, and financial assistance for French-language services initiatives.

The Office of Acadian Affairs maintains and builds partnerships with key stakeholders, including the Fédération acadienne de la Nouvelle-Écosse and its members. Acadian Affairs assists government in supporting initiatives which allow Acadians and francophones to attain the goals outlined in the community's Global Development Plan.

Acadian Affairs recognizes that access to quality government services in French ensures that the Acadians and francophones of Nova Scotia benefit from services that are required for their economic, social, and cultural well-being, as well as their continued growth.

Table 1: Progress in Reaching Goals and Objectives for 2009-2010:
Office of Acadian Affairs

Objectives	Department Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 Promote the <i>French-language Services Act</i> and its <i>Regulations</i> to ensure designated public institutions are aware of their responsibilities under the Act</p>	<ul style="list-style-type: none"> - Chair and provide leadership to the French-language Services Coordinating Committee in achieving set deliverables - Promote obligations under the <i>French-language Services Acts</i> and <i>Regulations</i> throughout government - Launch an internal awareness campaign regarding the French-language Services Consultation Guidelines, including presentations to Communications Nova Scotia and senior managers, as required - Assist designated public institutions to develop and implement their French-language services plan - Publish an annual report outlining the government's progress in ensuring that there are substantive and measurable improvements to French-language services offered in Nova Scotia - Begin planning a review of the French-language services offered by the Government of Nova Scotia for the purpose of evaluating the effectiveness of the <i>French-language Services Regulations</i> (to be completed by July 2010, as required by the <i>Regulations</i>) 	<ul style="list-style-type: none"> - Held regular meetings of the French-language Services Coordinating Committee –24 designated public institutions were represented - Created three new subcommittees to: 1) develop human resources guidelines to support the implementation of the <i>French-language Services Act</i>; 2) coordinate the review of French-language services to measure the effectiveness of the <i>French-language Services Regulations</i>; and 3) discuss the delivery of French-language services by third parties - Delivered presentations to various designated public institutions to raise awareness of the <i>French-language Services Act</i> and <i>Regulations</i> and of resources for French-language services development and delivery, including a presentation to the Deputy Ministers' Forum and the Public Relations Working Group (district health authorities); Collaborative Forum (Réseau Santé Nouvelle-Écosse, Department of Health, Department of Health Promotion and Protection, and district health authorities) - Received 2009-2010 French-language services plans from 39 designated public institutions - Published the Progress Report 2009: French-language Services Provided by the Government of Nova Scotia; report tabled in the House of Assembly on October 14, 2009 by the Minister of Acadian Affairs and distributed to community and government leaders

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<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.2 Negotiate and manage the Canada-Nova Scotia Agreement on French-language Services and implement the Nova Scotia Strategic Plan for French-language Services for 2009-2013</p>	<ul style="list-style-type: none"> - Complete negotiations of a new agreement with the federal government - Communicate the objectives of the Strategic Plan for French-language services to government and community stakeholders 	<ul style="list-style-type: none"> - Finalized, in collaboration with the French-language Services Coordinating Committee, the 2009-2013 Nova Scotia Strategic Plan for French-language Services - Negotiated with Canadian Heritage to renew the Canada-Nova Scotia Agreement on French-language Services - Signed the Canada-Nova Scotia Agreement on French-language Services 2009-2013
	<p>1.3 Support the Ministerial Conference on the Canadian Francophonie</p>	<ul style="list-style-type: none"> - Contribute to priority initiatives of the Ministerial Conference on the Canadian Francophonie - Participate in the annual conference in September 2009 - Include Youth Intervention Strategy messaging in Acadian Affairs' communications tools, where possible 	<ul style="list-style-type: none"> - Supported the promotion of the Ministerial Conference on the Canadian Francophonie at Espace Neuf during the Congrès mondial acadien 2009 in New Brunswick - Attended the 2009 Ministerial Conference on the Canadian Francophonie in Vancouver (September 2009) - Funded the participation of representatives of community organizations - the Fédération acadienne de la Nouvelle-Écosse, le Conseil de développement économique de la Nouvelle-Écosse, and Université Sainte-Anne – to the National Metropolis Pre-Conference on Francophone Immigration in Canada in March 2010, to support the Ministerial Conference's engagement to improve dialogue and collaboration between the federal, provincial, and territorial governments, francophone communities, and the academic community in initiatives related to francophone immigration - Attended, along with a representative of the Nova Scotia Office of Immigration, a work session in preparation for the Metropolis Pre-Conference
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 Coordinate French language training for public servants and other opportunities to increase knowledge and awareness</p>	<ul style="list-style-type: none"> - Provide French language training for public servants to help build government's capacity to offer French-language services - Offer French language training opportunities outside Halifax, Sydney, and Tusket 	<ul style="list-style-type: none"> - Coordinated and funded over 795 seats of French language training for provincial public servants in Greenwood, Halifax, Petit-de-Grat, Truro, Tusket, and Sydney - Coordinated French language training for 7

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<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 Coordinate French language training for public servants and other opportunities to increase knowledge and awareness</p>	<ul style="list-style-type: none"> - Evaluate the results of the question on French-language capacity included in the 2009 biennial <i>How's Work Going</i> employee survey - Offer a workshop to public servants to inform them of their responsibilities under the <i>French-language Services Act</i> and <i>Regulations</i> and to raise their awareness of the needs of the Acadian and francophone community for French-language services - Offer French-language lunch and learn sessions on a variety of subjects 	<p>parliamentarians and 22 Nova Scotia Legislature and caucus staff under the Noria project funded by the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information</p> <ul style="list-style-type: none"> - Held four sessions of the <i>Acadie at a Glance/Coup d'oeil sur l'Acadie</i> workshop to ensure a greater awareness of the Acadian and francophone community and of French-language services delivery obligations, initiatives and resources; 48 employees completed the workshop - Hosted four French-language lunch and learn sessions for public servants (62 participants)
	<p>2.2 Provide translation services</p>	<ul style="list-style-type: none"> - Translate government publications, correspondence, speeches, website content, and press releases to ensure that the public has access to government information - Increase the capacity of translation services by hiring two additional translators 	<ul style="list-style-type: none"> - Hired third full-time translator to increase in-house capacity to provide translation services - Translated over 1.8 million words, including publications, speeches, correspondence, website content, and press releases for 53 government institutions
	<p>2.3 Improve accessibility to French-language parliamentary information</p>	<ul style="list-style-type: none"> - Manage the Noria project, a project funded by the Assemblée parlementaire de la Francophonie to increase accessibility to French-language parliamentary information 	<ul style="list-style-type: none"> - Translated 14,000 words of parliamentary web content, including portions of the Elections Nova Scotia and the Nova Scotia Legislature web sites (Noria project) - Funded the subscription to three French-language magazines/publications for the Legislative Library
	<p>2.4 Promote French-language services using the <i>Bonjour!</i> symbol and other tools</p>	<ul style="list-style-type: none"> - Distribute and encourage the use of <i>Bonjour!</i> material across government - Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means to identify the active offer of French-language services 	<ul style="list-style-type: none"> - Issued media releases in both French and English on subjects as diverse as the conference of the Assemblée parlementaire de la Francophonie; the fifth anniversary of the <i>French-language Services Act</i>; and the recipients of the <i>Bonjour!</i> Awards for Excellence in French-language Services - Distributed <i>Bonjour!</i> material to designated public institutions to communicate an active offer of French-

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<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.4 Promote French-language services using the <i>Bonjour!</i> symbol and other tools</p>	<ul style="list-style-type: none"> - Distribute and encourage the use of <i>Bonjour!</i> material across government - Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means to identify the active offer of French-language services 	<p>language services in these institutions – as of the end of fiscal year 2009-2010, 37 designated public institutions have received <i>Bonjour!</i> material</p> <ul style="list-style-type: none"> - Announced the publication of the results of the study <i>Utilization of French-language Government Services</i> in March 2010 - Placed <i>Bonjour!</i> advertisements in key publications such as <i>Progrès</i>, <i>The Senior's Advocate</i>, and <i>Le Courrier de la Nouvelle-Écosse</i> - Delivered presentations regarding the <i>French-language Services Act</i> and <i>Regulations</i> and French-language services development and delivery during symposiums of the Réseau Santé de la Nouvelle-Écosse - Increased the online presence of the <i>Bonjour!</i> logo by encouraging public institutions to post the logo on their home pages to indicate the availability of French-language services and/or publications, as outlined in the French-language Communications Guidelines and the Guidelines for Displaying French on Provincial Government Websites - The Minister of Acadian Affairs delivered five formal speeches during events, including: the first awards ceremony for the <i>Bonjour!</i> Awards for Excellence in French-language Services; the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse; and the tabling of the annual progress report in the House of Assembly
	<p>2.5 Recognize excellence in French-language services delivery by the public service</p>	<ul style="list-style-type: none"> - Recognize the contribution of individual public servants or teams of public servants to the development and delivery of French-language services by presenting the <i>Bonjour!</i> Awards for Excellence in French-language Services in March 2010 	<ul style="list-style-type: none"> - Developed and implemented an internal and external advertising campaign to solicit nominations from government employees and from the public for the <i>Bonjour!</i> Awards for Excellence, including newspaper and radio advertisements; broadcast emails to government employees; and direct mail pieces to the

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<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.5 Recognize excellence in French-language services delivery by the public service</p>	<ul style="list-style-type: none"> - Develop an internal and external advertising campaign to encourage government employees and members of the public to submit nominations in three categories: Excellence in Leadership (government nominations only); Excellence in Program Development (government nominations only); and Excellence in Service Delivery to the Public (government and public nominations) - Further strengthen the relationship between the Acadian and francophone community and government by enabling the community to nominate public servants who have demonstrated excellence in French-language services delivery - Invite the Fédération acadienne de la Nouvelle-Écosse to participate on the awards recipients selection committee 	<p>community organizations; a combined total of 21 nominations were received</p> <ul style="list-style-type: none"> - Presented the first <i>Bonjour!</i> Awards for Excellence in French-language Services in March 2010 to a recipient in each of the three categories - Named the Fédération acadienne de la Nouvelle-Écosse as Champion in French-language services Development during the <i>Bonjour!</i> Awards for Excellence in French-language Services - Recognized 12 former French-language services coordinators for their work and contribution toward French-language services development and delivery - Welcomed leaders of the Acadian and francophone community and senior public servants during the awards ceremony
	<p>2.6 Provide funding assistance for French-language services</p>	<ul style="list-style-type: none"> - Provide funding to designated public institutions for French-language services initiatives through the Canada-Nova Scotia Agreement on French-language Services - Facilitate applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia 	<ul style="list-style-type: none"> - Provided \$945,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 13 designated public institutions to develop and implement French-language services initiatives - Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 Participate in interdepartmental initiatives</p>	<ul style="list-style-type: none"> - Increase awareness of Acadian and francophone issues by participating in interdepartmental initiatives led by other departments - Ensure that designated public institutions consider the needs of the Acadian and francophone community in the development of policies, programs, and services 	<ul style="list-style-type: none"> - Participated on various interdepartmental committees and initiatives, including the Diversity Roundtable; the Community Development Advisory Group; the Labour Market Agreement Interdepartmental Committee; Coordinating Committee on Domestic Violence; and the Long Term Planning Council

Objectives	Department Goals and Objectives – 2009-2010	Planned Measures – 2009-2010	Progress in Reaching Goals and Objectives for 2009-2010
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.2 Support citizen engagement within the Acadian and francophone community</p>	<ul style="list-style-type: none"> - Support the Acadian and francophone community's initiatives to increase citizen engagement - Inform government of the needs of the Acadian and francophone community to ensure that they are considered in the development and delivery of programs, policies, and services - Provide funding and other support, including consultation guidelines and translation services, to designated public institutions so they can provide services in French during public consultations - Distribute the French-language Services Consultation Guidelines and the consultation toolkit throughout government - Support francophone school community centers in providing services and programs in French to the Acadian and francophone community 	<ul style="list-style-type: none"> - During 2009-2010, the Minister of Acadian Affairs met with representatives of Acadian and francophone community organisations in: Annapolis Valley/Greenwood, Chéticamp, Clare, Halifax Regional Municipality, Isle Madame, Par-en-Bas, Pomquet, Rive Sud, Truro, and Sydney - Encouraged 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 - Promoted the availability of funding to hold consultations with the Acadian and francophone community - Provided \$144,000 to support initiatives in the Acadian and francophone community - Supported the programming of the Conseil communautaire Étoile de l'Acadie and the Conseil communautaire du Grand-Havre with funding from the Canada-Nova Scotia Agreement on French-language Services - Provided special project funding of \$40,000 under the Canada-Nova Scotia Agreement on French-language Services to the Conseil jeunesse provincial de la Nouvelle-Écosse to implement a social marketing campaign designed to increase demand and use of French-language services by Acadian and francophone youth; provided communications and marketing advice to the Conseil jeunesse provincial regarding the social marketing campaign for youth

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<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.2 Support citizen engagement within the Acadian and francophone community</p>		<p>- Participated in the organization of the tripartite forum named "Communauté acadienne et francophone de la Nouvelle-Écosse: L'Affaire de tous!" to increase collaboration and communication between the federal and provincial governments, and the Acadian and francophone</p>
	<p>3.3 Raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community</p>	<p>- Support activities that raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community [e.g. the Assemblée parlementaire de la Francophonie meeting in Halifax in fall 2009; the Ordre de la Pléiade; the Grand-Pré UNESCO designation nomination process; and the Congrès mondial acadien 2009]</p>	<p>- Attended various events hosted by Acadian and francophone community groups, including the annual general meeting of the Fédération acadienne de la Nouvelle-Écosse and the launch of activities and celebrations of Les Rendez-vous de la francophonie in Nova Scotia</p> <p>- Supported the Department of Health Promotion and Protection with a contribution of \$5,000 to ensure the presence of Acadian and francophone artists during the Vancouver 2010 Winter Olympic Games</p> <p>- Hosted more than 30 francophone delegates during the 25th session of the Assemblée régionale Amérique of the Assemblée parlementaire de la Francophonie (September 2009)</p> <p>- Collaborated with the Department of Tourism, Culture and Heritage and the Conseil de développement économique de la Nouvelle-Écosse to promote the Acadian and francophone community of Nova Scotia during the 2009 Congrès mondial acadien (Summer 2009)</p> <p>- The Minister of Acadian Affairs participated in activities of the Congrès mondial acadien 2009 in New Brunswick</p> <p>- Collaborated with and provided funding to the Department of Economic and Rural Development to ensure an increased presence of French-language content during the third Celebrating Communities Awards and Conference (September 2009)</p>

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<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.3 Raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community</p>	<p>- Support activities that raise the provincial, national, and international profile of Nova Scotia's Acadian and francophone community [e.g. the Assemblée parlementaire de la Francophonie meeting in Halifax in fall 2009; the Ordre de la Pléiade; the Grand-Pré UNESCO designation nomination process; and the Congrès mondial acadien 2009]</p>	<p>- Collaborated with the Department of Economic and Rural Development to translate the Collaborative Strategies in Community Development Workshop to French; co-facilitated, in collaboration with Economic and Rural Development and the Conseil de développement économique de la Nouvelle-Écosse, a workshop in Tusket to explore potential exchanges and increased collaboration between Nova Scotia Acadians and francophones and Cajuns in Louisiana - Provided in-kind services to the Nomination Grand-Pré committee to help with the preparation of the proposal for the nomination of Grand Pré as a UNESCO World Heritage Site</p>

Table 2: Goals, Objectives, and Measures for 2010-2011:
Office of Acadian Affairs

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Planned Measures – 2010-2011
<p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i></p>	<p>1.1 - Administrative and Policy Framework</p> <p>The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i></p>	<ul style="list-style-type: none"> - Publish an annual French-language services plan - Publish an annual report outlining the government's progress in ensuring that there are substantive and measurable improvements to French-language services offered in Nova Scotia - Coordinate, in collaboration with the French-language Services Coordinating Committee, a review of the French-language services offered by the Government of Nova Scotia for the purpose of evaluating the effectiveness of the <i>French-language Services Regulations</i> (to be completed by July 2010, as required by the <i>Regulations</i>); consult government and community stakeholders in the process - Contribute to priority initiatives of the Ministerial Conference on the Canadian Francophonie and participate in the annual conference in June 2010
	<p>1.2 - Institutional Responsibilities</p> <p>Designated public institutions better fulfill their obligations pursuant to the <i>French-language Services Act</i> and <i>Regulations</i></p>	<ul style="list-style-type: none"> - Chair and provide leadership to the French-language Services Coordinating Committee and subcommittees in achieving annually planned deliverables - Assist designated public institutions to develop and implement their French-language services plan - Make presentations to designated public institutions regarding obligations outlined in the <i>French-language Services Act</i>
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.1 - Consultations</p> <p>Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation</p>	<ul style="list-style-type: none"> - Provide funding and other support to designated public institutions to assist them in providing services in French during public consultations - Encourage the Acadian and francophone community to participate when citizen engagement opportunities are presented - Encourage dialogue between designated public institutions and Acadian and francophone community stakeholders - Maintain and foster relationships with Acadian and francophone organizations

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Planned Measures – 2010-2011
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.2 - Internal Communications</p> <p>Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public</p>	<ul style="list-style-type: none"> - Offer the <i>Acadie at a Glance</i> workshop to public servants to raise awareness of the <i>French-language Services Act</i> and of the needs of the Acadian and francophone community; promote workshop in collaboration with the Public Service Commission and French-language Services Coordinating Committee - Expand the offer of the workshop to regions outside of Halifax - Promote the use of the <i>Bonjour!</i> Visual Identification Program to designated public institutions
	<p>2.3 - Communications with the Public</p> <p>Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them</p>	<ul style="list-style-type: none"> - Inform designated public institutions regarding their obligations for translating public information through the promotion and distribution of the Translation and Communications Guidelines - Provide timely and accurate translations - Promote the translation services available - Hire an additional translator to increase in-house capacity - Provide assistance to designated public institutions so they can increase the amount of advertising in French using French-language media in the province

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Planned Measures – 2010-2011
<p><u>Objective 2 – Enabling French-language Services</u> Consult, plan, develop, and deliver French-language services in priority areas</p>	<p>2.4 - Service Delivery</p> <p>Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered</p>	<ul style="list-style-type: none"> - Provide funding to designated public institutions for French-language services projects under the Canada-Nova Scotia Agreement on French-language Services - Communicate and provide advice to designated public institutions regarding funding opportunities - Promote the use and the benefits of the <i>Bonjour!</i> Program across government; distribute program materials to designated public institutions - Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means of informing it on the availability of services in French (pro-active offer of services)
	<p>2.5 - Human Resources</p> <p>The capacity of the Public Service to provide services in French has increased</p>	<ul style="list-style-type: none"> - Support the Human Resources and Training Subcommittee in finalizing, promoting, and introducing the Human Resources Guidelines to support the Implementation of the <i>French-language Services Act</i>, guidelines regarding the recruitment of bilingual employees, evaluation of French-language capacity, and French language training - Provide French language training opportunities for public servants to build on their French language capacity - Evaluate French language training practices - Evaluate the results of the French-language capacity question in the 2009 biennial employee survey "How's Work Going?" - Present the <i>Bonjour!</i> Awards for Excellence in French-language Services in each of the three categories: Excellence in Leadership; Excellence in Program Development; and Excellence in Service Delivery to the Public - Promote the Awards within government and to the public; encourage government employees and members of the public to submit nominations - Highlight the value and contributions of the French-language services coordinators by recognizing former coordinators during the awards ceremony

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Planned Measures – 2010-2011
<p><u>Objective 3 – Community Development and Capacity-Building</u> Support the Acadian and francophone community in its long-term development and sustainability</p>	<p>3.1 - Preservation and Growth of the Community</p> <p>Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Global Development Plan 2009-2014</p>	<ul style="list-style-type: none"> - Participate in interdepartmental initiatives led by other departments and provide input which helps government to understand the needs of the Acadian and francophone community - Support the Acadian and francophone community's efforts to inform government about its needs - Promote funding available under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia to designated public institutions and community organizations; facilitate applications for project funding
	<p>3.2 - School Community Centres</p> <p>Acadian and francophone school community centres offer services and programs to the Acadian and francophone community</p>	<ul style="list-style-type: none"> - Support Acadian and francophone community centres so they may provide programs and services to the community



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