



Acadian Affairs
Affaires acadiennes

Progress in Reaching Goals and Objectives set out in the 2010-2011 French-Language Services Plan

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MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

During the 2010-2011 fiscal year, the Office of Acadian Affairs provided services and policy advice to government entities to strengthen the Government of Nova Scotia's capacity to offer French-language services. Services provided included translation services, French language training for provincial civil servants, and funding to help develop and implement French-language services as well as to support initiatives led by the Acadian and francophone community. Acadian Affairs also maintained dialogue with the Acadian and francophone community by participating in events and meetings with stakeholders.

This report highlights the progress the Office of Acadian Affairs has achieved in reaching the goals and objectives it established for 2010-2011 in French-language services development and delivery.

Following departmental changes on January 11, 2011, the Office of Acadian Affairs was integrated into the Department of Communities, Culture and Heritage. The goals, objectives, and measures for French-language services for 2011-2012 for Acadian Affairs, as a division of the Department of Communities, Culture and Heritage, can be found in the department's 2011-2012 French-language Services Plan.

Original signed by....

Vaughne Madden

FRENCH-LANGUAGE SERVICES INVENTORY - ACADIAN AFFAIRS

The services offered by Acadian Affairs 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 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. A bilingual annual report on the Government of Nova Scotia's progress in delivering services in French is also published by Acadian Affairs and tabled in the House of Assembly.

PROGRESS IN REACHING GOALS AND OBJECTIVES FOR 2010-2011

Table 1 outlines the progress the Office of Acadian Affairs has achieved in reaching the goals and objectives it established for the 2010-2011 fiscal year. Highlights include

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

- Reviewed provincial government services offered in French using three surveys: one for designated public institutions, one for Acadian and francophone community organizations, and one for members of the public. Fourteen recommendations were developed to guide institutions of the Government of Nova Scotia toward continued progress in French-language services delivery
- Supported the Ministerial Conference on the Canadian Francophonie in its priority areas for the 2010-2011 fiscal year: francophone economic development and francophone immigration

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

- Provided over \$881,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 15 designated public institutions and 2 non-designated institutions to develop and implement French-language services initiatives
- Coordinated and funded 791 seats of French language training for provincial public servants in Amherst, Greenwood, Halifax, Petit-de-Grat, Sydney, Truro, and Tusket
- Translated over 1.7 million words to increase the amount of government information made available in French, including publications, speeches, correspondence, website content, and press releases for 59 government institutions
- Presented *Bonjour!* Awards for Excellence in French-language Services to public servants

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

- Provided over \$128,000 to support initiatives in the Acadian and francophone community

Table 1: Progress in Reaching Goals and Objectives for 2010-2011:
Office of Acadian Affairs

| Objective | Expected Results: 2009-2013 French-language Services Strategic Plan | Planned Measures – 2010-2011 | Progress in Reaching Goals and Objectives for 2010-2011 |
|---|---|--|--|
| <p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p> | <p>1.1 - Administrative and Policy Framework The Office of Acadian Affairs and the Minister of Acadian Affairs fulfill their obligations pursuant to the French-language Services Act and Regulations</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 French-language Services Regulations (to be completed by July 2010, as required by the Regulations); consult government and community stakeholders in the process | <ul style="list-style-type: none"> - Published a French-language services plan for 2010-2011 on Acadian Affairs' website - Published the Progress Report 2010: French-language Services Provided by the Government of Nova Scotia; report tabled in the House of Assembly on October 22, 2010 by the Minister of Acadian Affairs and distributed to community and government leaders; report compiled from information received from 34 designated public institutions. Among the substantive improvements noted: The results of a 2009 survey of all government employees showing that 12.7% of employees identified themselves as having advanced or intermediate French language capacity, nearly double the figure from a similar survey conducted in 2003. - Conducted a review of French-language services offered by the Government of Nova Scotia using three surveys: one for designated public institutions, one for Acadian and francophone community organizations, and one for members of the public. Survey results indicated that, among other findings, 83% of the community organization respondents indicated that they have noticed an improved capacity to provide services in French since 2006, with 81% agreeing that there are more provincial government employees actively offering services in French. 70% of the public respondents felt that overall the French-language services have improved since 2006. Fourteen recommendations were developed to guide government institutions toward continued progress in French-language services |

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| <p><u>Objective 1 – Framework and Policy</u> Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act</p> | <p>1.1 - Administrative and Policy Framework (continued)</p> | <p>- Contribute to priority initiatives of the Ministerial Conference on the Canadian Francophonie and participate in the annual conference in June 2010</p> | <p>delivery. - Staff supported the Minister of Acadian Affairs' attendance at the annual meeting of the Ministerial Conference on the Canadian Francophonie in Yellowknife (June 2010); priority areas of the Ministerial Conference for 2010-2011 were francophone economic development and francophone immigration - Funded the participation of representatives of three 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 2011</p> |
| | <p>1.2 - Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations</p> | <p>- 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 French-language Services Act</p> | <p>- Chaired meetings of the French-language Services Coordinating Committee – 25 designated public institutions were represented; work focused on sharing best practices, finalizing human resources guidelines relating to French-language services, discussing expectations related to third-party services, implementing the action plan for the review of French-language services, and following up on the recommendations from the review - Provided policy advice regarding French-language services to designated public institutions - Delivered presentations to designated public institutions to raise awareness of the French-language Services Act and Regulations and of resources for French-language services development and delivery, including to the Nova Scotia Legal Aid Commission</p> |
| <p><u>Objective 2 – Enabling French-language Services</u></p> | <p>2.1 - Consultations</p> | <p>- Provide funding and other support to designated public institutions to assist them in providing services</p> | <p>- Funded two projects that enabled the Department of Health Promotion and Protection and the Department of</p> |

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| Consult, plan, develop, and deliver French-language services in priority areas | Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation | <p>in French during public consultations</p> <ul style="list-style-type: none"> - 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 <p>- Maintain and foster relationships with Acadian and francophone organizations</p> | <p>Community Services (Child and Youth Strategy) to consult the Acadian and francophone community</p> <ul style="list-style-type: none"> - Assisted government institutions to identify key community stakeholders <p>- Encouraged partnerships between government and community stakeholders, for example, the Department of Community Services and the Conseil jeunesse provincial de la Nouvelle-Écosse; the Department of Health and the Department of Health Promotion and Protection, and the Réseau Santé Nouvelle-Écosse; the Department of Labour and Workforce Development and the Réseau acadien des intervenants en employabilité; the Office of immigration and the Comité directeur pour l'immigration francophone; and the Department of Seniors and the Regroupement des aînées et aînés de la Nouvelle-Écosse</p> <ul style="list-style-type: none"> - Facilitated dialogue between the Community Counts staff of the Department of Finance, the Réseau de développement économique et d'employabilité Nouvelle-Écosse, and the Fédération acadienne de la Nouvelle-Écosse to ensure that the Acadian and francophone community's needs for statistics and information are met by the Community Counts online tool - Continued to ensure Acadian Affairs' representation on the Board of Directors of the Réseau Santé Nouvelle-Écosse. Also continued representation on the Réseau acadien des intervenants en employabilité and the Belle-Isle Working Group for the preservation and promotion of the Belle-Isle Marsh. |
| | <p>2.2 - Internal Communications</p> <p>Public service employees are more</p> | <ul style="list-style-type: none"> - Offer the <i>Acadie at a Glance</i> workshop to public servants to raise awareness of the French-language Services Act and of the needs of the Acadian and | <ul style="list-style-type: none"> - Held 10 sessions of the <i>Acadie at a Glance/Coup d'oeil sur l'Acadie</i> workshop in Church Point, Halifax, and West Pubnico; 68 individuals completed the workshop |

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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>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> | <p>francophone community; promote workshop in collaboration with the Public Service Commission and French-language Services Coordinating Committee</p> <p>- Expand the offer of the workshop to regions outside of Halifax</p> <p>- Promote the use of the <i>Bonjour!</i> Visual Identification Program to designated public institutions</p> | <p>- Promoted the workshop during presentations to employee events at the Department of Community Services, the Department of Health, and the Department of Health Promotion and Protection, and during a meeting of regional managers of the Department of Service Nova Scotia and Municipal Relations</p> <p>- Designed and printed promotional material for the workshop, including 550 posters and 1,000 business cards; distributed throughout designated public institutions</p> <p>- Expanded the offer of the <i>Acadie at a Glance/Coup d'oeil sur l'Acadie</i> workshop through a partnership with the Réseau Santé Nouvelle-Écosse and the Consortium national de formation en santé; 9 sessions were offered in district health authorities throughout Nova Scotia to 69 health care professionals</p> <p>- Hosted five French-language lunch and learn sessions for public servants (57 participants)</p> <p>- Distributed <i>Bonjour!</i> material to designated public institutions; see Objective 2.4 for more details</p> |
| | <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> | <p>- Inform designated public institutions regarding their obligations for translating public information through the promotion and distribution of the Translation and Communications Guidelines</p> <p>- Provide timely and accurate translations</p> <p>- Promote the translation services available</p> <p>- Hire an additional translator to increase in-house</p> | <p>- Presented to designated public institutions regarding the translations services available from Acadian Affairs</p> <p>- Translated over 1.7 million words, including publications, speeches, correspondence, website content, and press releases for 59 government institutions</p> <p>- Continued to translate parliamentary web content, including portions of the Nova Scotia Legislature web site (under the Noria project of the Assemblée parlementaire de la Francophonie)</p> <p>- Hired a fourth full-time translator</p> |

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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>2.3 -Communications with the Public (continued)</p> | <p>capacity - Provide assistance to designated public institutions so they can increase the amount of advertising in French using French-language media in the province</p> | <p>- Developed a French-language Cooperative Advertising Program for 2010-2011 – managed by Communications Nova Scotia – to help designated public institutions promote government services in French by providing funding toward some of the costs related to French-language media advertising in Nova Scotia. Three departments (Transportation and Infrastructure Renewal, Health Promotion and Protection, and Health) used the program for five advertising campaigns related to health and safety issues. - Issued five media releases in both French and English</p> |
| | <p>2.4 - Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered</p> | <p>- 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> | <p>- Provided over \$881,000 in financial assistance from the Canada-Nova Scotia Agreement on French-language Services to 15 designated public institutions and 2 non-designated institutions to develop and implement French-language services initiatives - Presented to program officers in the Tourism, Culture, and Heritage divisions regarding funding available for French-language services and Acadian and francophone community initiatives - Distributed <i>Bonjour!</i> material to designated public institutions – distributed 322 <i>Bonjour!</i> lapel pins, 380 keyboard toolbars for French accents, 11 flipchart information tools, 107 desktop signs, and 771 program information pieces (posters, cards, stickers, notepads, pens, bookmarks, and brochures) to 8 institutions, for a combined total of 37 designated public institutions having received <i>Bonjour!</i> material - Provided a subscription to <i>Le Courrier de la Nouvelle-Écosse</i> to deputy heads and French-language services coordinators to ensure that they are aware of activities, issues, priorities, and successes of the Acadian and francophone community</p> |

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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 - 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 French-language Services Act, 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?" - Promote the Awards within government and to the public; encourage government employees and members of the public to submit nominations - Present the <i>Bonjour!</i> Awards for Excellence in French-language Services in each of the three | <ul style="list-style-type: none"> - Provided support to the Human Resources and Training Subcommittee to finalize human resources guidelines related to French-language services; guidelines were approved by the Public Service Commission in February 2011 - Coordinated and funded 791 seats of French language training for provincial public servants in Amherst, Greenwood, Halifax, Petit-de-Grat, Sydney, Truro, and Tusket - Collaborated with the Public Service Commission and Université Sainte-Anne to elaborate a work plan to shift enrolments to the French language courses to the online registration software LearnNet - Continued to work with the Human Resources and Training Subcommittee to elaborate an evaluation plan for the French language training program - Elaborated and included four questions on French-language capacity and the frequency of provision of French-language services by government employees in the 2011 "How's Work Going" employee survey - Developed and implemented an internal and external communications 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 community organizations. Postcards and posters were distributed to designated public institutions. Additional promotion was done in some departments. - Presented <i>Bonjour!</i> Awards for Excellence in French-language Services in March 2011 to a recipient in each |

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| | 2.5 - Human Resources (continued) | <p>categories: Excellence in Leadership; Excellence in Program Development; and Excellence in Service Delivery to the Public</p> <p>- Highlight the value and contributions of the French-language services coordinators by recognizing former coordinators during the <i>Bonjour!</i> Awards ceremony</p> | <p>of the three categories</p> <ul style="list-style-type: none"> - Welcomed leaders of the Acadian and francophone community and senior public servants during the awards ceremony - Recognized two former French-language services coordinators for their work and contribution toward French-language services development and delivery |
| <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 Comprehensive 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 | <ul style="list-style-type: none"> - Participated on interdepartmental committees and initiatives and provided input to increase understanding of the Acadian and francophone community, including the Diversity Roundtable; the Community Development Advisory Group; the Labour Market Agreement Interdepartmental Committee; the Coordinating Committee on Domestic Violence; and the Healthy Workplace committee - Translated the Acadian and francophone community's "Comprehensive Development Plan 2009-2014" and distributed to members of the French-language Services Coordinating Committee - Promoted the availability of funding for consultations with the Acadian and francophone community to designated public institutions - Provided over \$128,000 to support initiatives led by Acadian and francophone community organizations, for example: the Fédération culturelle acadienne with the organization of 6 musical evenings ("soirées acadiennes") showcasing 12 Acadian and francophone artists to a national audience during the Halifax Canada Games 2011, the Conseil scolaire acadien provincial and its partners with promoting the value of an education in French during the Semaine de promotion de l'éducation acadienne et francophone, and the Conseil jeunesse provincial de la Nouvelle-Écosse with |

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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>3.1 - Preservation and Growth of the Community (continued)</p> | | <p>their participation at the Jeux de la Francophonie and with the Sommet de la jeunesse in the Fall of 2010. Also assisted the Municipality of Argyle in the early stages of coordination of the Finale des Jeux de l'Acadie 2012</p> <ul style="list-style-type: none"> - Collaborated with the Conseil de développement économique de la Nouvelle-Écosse and the Department of Economic and Rural Development to co-facilitate a Collaborative Strategies in Community Development Workshop as part of Expo Acadie 2010 held in Lafayette, Louisiana (April 2010) to explore and foster collaboration between Nova Scotia Acadians and francophones and Cajuns in Louisiana - Presented to the Acadiana Caucus of the Louisiana Legislature regarding Nova Scotia's French-language Services Act - Attended various events hosted by Acadian and francophone community groups, including the annual general meetings of the Fédération acadienne de la Nouvelle-Écosse, the Fédération culturelle acadienne de la Nouvelle-Écosse, the Fédération des parents acadiens de la Nouvelle-Écosse, the Fédération des femmes acadiennes de la Nouvelle-Écosse, and the Regroupement des aînées et aînés de la Nouvelle-Écosse, as well as the launch of Les Rendez-vous de la francophonie in Nova Scotia and the Fureur de lire 2010 - 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 - The Minister of Acadian Affairs unveiled a reproduction of an 18th century map of Acadie at Province House in May 2010, along with representatives from the Fédération acadienne de la Nouvelle-Écosse, the Société nationale de l'Acadie, and Parks Canada. |

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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>3.1 - Preservation and Growth of the Community (continued)</p> | <p>- 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> | <p>- Organized a ceremony at Province House in March 2011, during which ten members of the Acadian and francophone community were appointed to the Grade de Chevalier of the Ordre de la Pléiade, an honor conferred by the Assemblée parlementaire de la Francophonie in recognition of their contributions to education, literacy, visual arts, craft, heritage promotion, municipal and community development, and to the preservation of the French language and culture - Facilitated applications for project funding under the Cooperation and Exchange Agreement between the Government of Québec and the Government of Nova Scotia; 7 projects received over \$20,600 from the Government of Québec</p> |
| | <p>3.2 - School Community Centres Acadian and francophone school community centres offer services and programs to the Acadian and francophone community</p> | <p>- Support Acadian and francophone community centres so they may provide programs and services to the community</p> | <p>- 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</p> |



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