

Office of Acadian Affairs
Business Plan
2009-2010

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B. Message from the Minister and CEO

In 2009-2010, the Office of Acadian Affairs will finalize negotiations with the Department of Canadian Heritage for a new four-year Canada-Nova Scotia Agreement on French-language Services for 2009-2010 to 2012-2013. The agreement will support the implementation of the Nova Scotia Strategic Plan on French-language Services 2009-2013 which will create real and sustainable progress in the development and delivery of French-language services offered by the Government of Nova Scotia.

In light of these events, 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.

Among other activities in 2009-2010, Acadian Affairs plans to increase access to French language training for government employees, to encourage government employees to use active offer tools as part of the *Bonjour!* visual identification program, to engage the Acadian and francophone community in a *mobilisation communautaire* initiative, and to begin the process of evaluating the effectiveness of the *French-language Services Regulations* in achieving their objectives.

A large part of Acadian Affairs' progress in 2009-2010 will be a direct result of its on-going collaboration with the departments and offices represented on the French-language Services Coordinating Committee and the other designated public institutions who offer services in French. This collaboration promotes a clearer understanding of the intent of the *French-language Services Act* and ultimately leads to practical policies, guidelines, and tools for all to use.

Original signed

Graham Steele
Minister of Acadian Affairs

Original signed

Vaughne Madden
Chief Executive Officer

C. Mission, Vision, Mandate

C.1 Mission

The mission of the Office of Acadian Affairs is to offer advice and support to departments, agencies, and Crown corporations so they can develop and adapt policies, programs, and services that reflect the needs of the Acadian and francophone community of Nova Scotia.

C.2 Vision

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.

C.3 Mandate

The objects and purposes of the Office of Acadian Affairs as stated in the *French-language Services Act* is to:

- (a) ensure that the Government is aware of the needs of the Acadian and francophone community;
- (b) offer advice and support to departments, offices and agencies of Government and to Crown corporations for the purpose of developing and adopting or providing programs, policies and services that reflect the needs of the Acadian and francophone community;
- (c) serve as a central support agency for other departments for French-language services within the Government;
- (d) develop partnerships with Acadian and francophone agencies at provincial, national and international levels;
- (e) ensure that Acadian and francophone needs are addressed in the development of programs, policies and services; and
- (f) recognize the contribution of the Acadian and francophone community.

D. Planning Context

The *French-language Services Act* (the Act), proclaimed in December 2004, defines the Office of Acadian Affairs' role as a central support agency for the delivery of French-language services by government.

The purpose of the *French-language Services Act* applies to the Government of Nova Scotia as a whole, not only to the Office of Acadian Affairs:

- Contribute to the preservation and growth of the Acadian and francophone community; and
- Provide for the delivery of French-language services by designated public institutions to the Acadian and francophone community.

The *French-language Services Regulations*, adopted in December 2006, designate which public institutions have responsibilities under the Act and provide additional clarity on the French-language services to be provided. The designated public institutions have been required to prepare and publish French-language services plans annually since 2007-2008 to show how they plan to increase or improve their French-language services. French-language services plans prepared since 2008-2009 also include progress reports for the previous year.

In addition to the progress reports in the annual French-language services plans, the Office of Acadian Affairs has published two annual reports summarizing the progress of government in improving and providing French-language services. The next Government of Nova Scotia progress report will be published in the fall of 2009.

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

The Acadian and francophone community faces the same social issues as all Nova Scotians, including demographic trends which suggest an aging population, out-migration, and declining population in rural areas. The preservation and growth of the Acadian and francophone community will be 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.

Partnerships and horizontal cooperation play a key role in the implementation of services offered by the Office of Acadian Affairs. The Office of Acadian Affairs will continue to nurture existing relationships with stakeholders and develop new relationships as needed. In addition, working with other provinces and the federal government will allow us to draw on best practices and collaborate on common initiatives contributing to improve services for Acadians and francophones.

The new Strategic Plan for French-language Services, developed for 2009-2013, will help guide Acadian Affairs' actions over the next four years. The Office of Acadian Affairs will continue to support government by helping designated public institutions develop and deliver French-language services that meet the needs of the community. The Office will strive to increase the level of services it provides within government to support the implementation of the *French-language Services Act*.

E. Strategic Goals, Core Business Areas, Priorities and Performance Measures

E.1 Strategic Goals

The strategic goals of the Office of Acadian Affairs directly align themselves with the objectives of Nova Scotia’s Strategic Plan for French-language Services for 2009-2013 which was developed with the collaboration of departments and offices represented on the French-language Services Coordinating Committee.

Office of Acadian Affairs Strategic Goals	Nova Scotia’s Strategic Plan for French-language Services 2009-2013
<p>Strategic Goal 1:</p> <p>Create a sustainable framework within government to support the <i>French-language Services Act</i> including regulations, policies and guidelines.</p> <p>Strategic Goal 2:</p> <p>Increase the support offered to government in order to facilitate the delivery of services in French to the Acadian and francophone community.</p> <p>Strategic Goal 3:</p> <p>Address the needs of the Acadian and francophone community in the development of government initiatives, programs, policies, and services.</p>	<p>General objective:</p> <p>Support the development, delivery and expansion of quality government services in French for Nova Scotia’s Acadian and francophone community and support initiatives which will enhance the vitality and assist with the development of the community.</p> <p>Specific objectives:</p> <ol style="list-style-type: none"> 1. Strengthen the policy, regulatory, and administrative framework in support of the <i>French-language Services Act</i>; 2. Consult, plan, develop, and deliver French-language services in priority areas; and 3. Support the Acadian and francophone community in its long-term development and sustainability.

E.2 Core Business Areas

Core Business Area 1: Reinforcement of the legislative framework for French-language Services.

Reinforcement of the legislative framework is key to increasing government's capacity to offer French-language services. The Office of Acadian Affairs works with government to ensure that designated public institutions are aware of their obligations under the French-language Services Act.

The *French-language Services Act*, proclaimed in December 2004, and the Regulations, which took effect in December 2006, form the base of the legislative framework for French-language services. Annual French-language services plans, required from all departments and other designated public institutions, detail specific measures regarding the French-language services to be delivered and improved during each fiscal year.

In fulfilling its obligations and mandate, the Office of Acadian Affairs provides support and advice to help departments develop their French-language services and fulfil their obligations under the Act.

The Office of Acadian Affairs chairs the French-language Services Coordinating Committee. This committee assists and advises the Minister of Acadian Affairs on the implementation of the Act by identifying and pursuing joint initiatives and opportunities to increase the level of French-language government services in the province of Nova Scotia. The Coordinating Committee identifies its deliverables on an annual basis and works collaboratively to achieve its goals.

With the legislative framework in place, and with the support offered by the Office of Acadian Affairs, the government will be able to contribute to the preservation and growth of the Acadian and francophone community.

Core Business Area 2. Interdepartmental relations

The Office of Acadian Affairs views the process of developing French-language services as one of collaboration and cooperation. The Office of Acadian Affairs provides support services to departments, offices, and other public institutions in order to help them develop and implement their French-language services. The Office of Acadian Affairs also helps facilitate communications between the Acadian and francophone community and government.

Working with the interdepartmental French-language Services Coordinating Committee, the Office of Acadian Affairs uses a collaborative and coordinated approach to increase government's capacity to offer French-language services, especially in areas which affect all of government (for example, the recruitment and training of bilingual employees, public consultations, and communications).

As a central agency, the Office of Acadian Affairs offers advice and support directly to all of government: translation services, communications advice, funding assistance through the Canada/Nova Scotia Agreement on French-language Services, policy advice, and access to French-language training. The Office provides tools such as the Bonjour! visual identification program to help government promote the availability of services in French to the community. The Office of Acadian Affairs also helps facilitate communications between the Acadian and francophone community and government.

The Office of Acadian Affairs participates in interdepartmental initiatives to ensure that the needs of the Acadian and francophone community are considered, for example, the Diversity Round Table led by the Public Service Commission, the Community Development Advisory Group led by the Department of Economic and Rural Development, the Labour Market Agreement Interdepartmental Committee led by the Department of Labour and Workforce Development, the Long Term Planning Council led by the Department of Finance, and the Senior Policy Executives Forum led by the Treasury and Policy Board.

Core Business Area 3. Intergovernmental relations

The Office of Acadian Affairs develops relationships at the interprovincial, national, and international levels in order to advance the delivery of French-language services by the Government of Nova Scotia and to contribute to the growth of its Acadian and francophone community.

The Department of Canadian Heritage is a key partner in the delivery of services in French by the Government of Nova Scotia. The Office of Acadian Affairs manages the Canada-Nova Scotia Agreement on French-language Services which provides funding for the planning, development and delivery of French-language services by the Province.

During 2008-2009, the French-language Services Coordinating Committee developed a Strategic Plan for French-language Services which defines the objectives and planned actions over the following four years (2009-2013) to improve French-language services provided by the Government of Nova Scotia. This strategic plan will be used in the negotiation of a new bilateral agreement for 2009-2013.

Another important intergovernmental relationship for the Office of Acadian Affairs is with the Province of Québec through the *Secrétariat aux affaires intergouvernementales canadiennes* (SAIC). An agreement of cooperation and exchange, signed between the two provinces in September 2002, encourages cooperation through French-language activities and exchanges in the areas of education, culture, communications, youth, the French language, health, economy, and tourism.

The Minister of Acadian Affairs maintains a relationship with other Canadian provinces and territories, and with the Department of Canadian Heritage through membership in the Ministerial Conference on the Canadian Francophonie (MCCF). This intergovernmental organization was created in 1994 and unites the federal, provincial and territorial ministers responsible for the Canadian francophonie. MCCF members meet annually to focus on issues related to the Canadian francophonie and to discuss the development of public policies to strengthen the country's linguistic duality. The MCCF undertakes initiatives that increase and enhance services in French, thus contributing to the vitality of French-language communities and francophone cultures.

The Conference's operations are administered by the Intergovernmental Network of the Canadian Francophonie, a network of provincial, territorial and federal public servants. Senior staff members from the Office of Acadian Affairs participate in this group on behalf of Nova Scotia.

On the national and international level, the Office of Acadian Affairs provides support to the Nova Scotia section of the *Assemblée parlementaire de la Francophonie*, an organization of French-speaking parliamentarians. In September 2009, the *Région Amérique* members will meet in Halifax. Acadian Affairs will coordinate the logistics of this meeting.

The Office of Acadian Affairs fosters social, cultural and economic exchanges with other Francophonie countries and regions as needed, for example France and Louisiana, to increase the global competitiveness of the Acadian and francophone community.

Core Business Area 4. Citizen engagement of the Acadian and francophone community

The strength and solidarity of the Acadian and francophone community are key factors for the development of an environment where government services are available in French. The relationship which exists between government and the Acadian and francophone community must be nurtured.

The primary target population for French-language services in Nova Scotia includes nearly 35,000¹ citizens who declare French as their mother tongue and language they still understand, however, over 96,000² Nova Scotians can speak French and are considered potential users of these services. Recent initiatives by the government and the community to attract French-speaking immigrants to Nova Scotia will increase the number of Nova Scotians desiring services in French.

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 and it represents the interest 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

¹2006 Census, Mother Tongue (32,540 French only, 2100 French and English)

²Ibid. Knowledge of Official Languages (95,010 French and English, 1005 French only)

develop a global development plan outlining the goals and priorities of the Acadian and francophone community.

In 2008-2009, the Office of Acadian Affairs partnered with FANE to implement a public awareness campaign to increase the level of citizen engagement in respect to French-language services. A marketing campaign encouraged the request and use of services in French, and raised the profile of the *Bonjour!* visual identification symbol for French-language services, a symbol used by public servants since 2006-2007 to show the availability of services in French.

By offering quality services in French, government raises its credibility within the Acadian and francophone community. In March 2009, more than 70 Acadian and francophone organizations from across the province signed a citizen engagement proclamation, "*une proclamation d'engagement social*", agreeing to promote and use services in French offered by the Nova Scotia Government.

FANE and its members are influential in the development of French-language government services. They advise government on their needs and contribute to the process of policy development.

In 2009-2010, the Office of Acadian Affairs will maintain its dialogue with FANE and its members, and continue its efforts to promote the availability of French-language services and encourage their use by the Acadians and francophones of our province. The Office will also continue to assist FANE and its members to communicate their needs to government, encourage the community to participate when citizen engagement opportunities are presented, and support departments and other public institutions to facilitate the participation of French-speaking individuals during consultations.

E.3 Priorities and Performance Measures

Strategic Goal #1

Create a sustainable framework within government to support the *French-language Services Act* including regulations, policies and guidelines.

Priority activities for 2009-2010

1. Promotion of the *French-language Services Act* and its *Regulations* to ensure designated public institutions are aware of their responsibilities under the Act.

The mandated role of the Office of Acadian Affairs as a central agency within government is to help designated public institutions fulfill their obligations under the *French-language Services Act*. The Office carries out this role by providing advice, supports, and services such as funding assistance and translation services to ensure that the needs of Acadians and francophones are addressed in the development and delivery of programs, policies and services of the designated public institutions.

The Office of Acadian Affairs will meet with designated public institutions as needed to provide direction and advice, and to promote services available to help them improve and provide services in French. Informational pieces will be developed to promote and support the implementation of French-language services.

As chair of the French-language Services Coordinating Committee, the Office of Acadian Affairs provides leadership in the implementation of Nova Scotia's Strategic Plan for French-language Services and supports the development of annual French-language services plans by the designated public institutions.

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

- a. Develop and implement 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. Develop an action plan related to the delivery of services in French by third parties which provide services on behalf of government.
- c. Support the roll-out of the *Bonjour!* Award for Excellence in French-language Services Program.
- d. Develop human resources guidelines in relation to French-language services and support the Public Service Commission with their implementation.

2. Negotiation and management of the Canada-Nova Scotia Agreement on French-language Services and implementation of the Strategic Plan for French-language Services (2009-2013)

The negotiation of a new Canada-Nova Scotia Agreement on French-language Services for 2009-2013 will be completed in 2009-2010. Through this agreement, Nova Scotia will receive funding to help with the planning, development and delivery of French-language services. Annual federal funding is expected to be at least \$ 1.4 million annually.

The Office of Acadian Affairs manages this agreement on behalf of Nova Scotia and funds are available to departments and other public institutions to help them implement their French-language services plans and to contribute to the implementation of Nova Scotia's Strategic Plan for French-language Services.

3. Support for the Ministerial Conference on the Canadian Francophonie

Nova Scotia is an active member of the Ministerial Conference on the Canadian Francophonie (MCCF), an association of federal, provincial and territorial ministers responsible for francophone issues and French-language services across Canada.

The Minister and CEO are, respectively, members of executive committee for ministers and for senior public servants until the annual meeting in September 2009. As such, they provide guidance in the implementation of national strategies.

The four strategic goals established for 2008-2011 are:

- Communicate the Conference's vision, strategies and successes
- Promote the Canadian francophonie
- Provide leadership in priority areas for the Canadian francophonie
- Establish a forum for thinking and influence

An operational plan supports these strategies and the Office of Acadian Affairs will continue to collaborate with its federal, provincial, and territorial colleagues to achieve the objectives of the MCCF.

Strategic Goal # 1: Create a sustainable framework within government to support the <i>French-language Services Act</i> including regulations, policies and guidelines.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
The French-language Services Coordinating Committee provides direction to government on the implementation of the <i>French-language Services Act</i> .	# of designated departments and offices represented on the French-language Services Coordinating Committee.	2006-2007 – 20 2007-2008 – 22 2008-2009 - 24	24	26	Recognize value and contribution of work of French-language services coordinators. Support the subcommittees tasked with planned deliverables. Maintain up-to-date published list of French-language Services Coordinators.
Government is aware of its obligations under the <i>French-language Services Act</i> and the Acadian and francophone community is informed of government's progress and plans relating to French-language services.	# of designated public institutions developing and publishing French-language services plans.	2007-2008 - 34 2008-2009 – 34	40	47	Promote government's obligations under the <i>French-language Services Act</i> throughout government and provide advice for development of plans. Publish an annual report on government's initiatives and programs undertaken respecting access to French-language services. Offer training for public servants to raise awareness of <i>French-language Services Act</i> and needs of Acadian and francophone community.

Strategic Goal # 1: Create a sustainable framework within government to support the <i>French-language Services Act</i> including regulations, policies and guidelines.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
Nova Scotia plays a role in the advancement of the Canadian francophonie.	Contributions made to support initiatives of the Ministerial Conference on the Canadian Francophonie	2008-2009 was the first year of the MCCF Strategic Plan for 2008-2011 and will serve as base year.	Progress as identified in MCCF operational plan.	Achieve goals of MCCF through 4 key strategies for 2008-2011.	Provide leadership for Ministerial Conference on the Canadian Francophonie by participating on executive committee. Contribute to priority initiatives and participate in annual Ministers' conference.
French-language services offered by the Government of Nova Scotia have been reviewed and the effectiveness of the <i>French-language Services Regulations</i> in achieving their objective has been evaluated.	Improvements in French-language services delivery.	New initiative for 2009-2010	Action plan developed and review initiated	Completion of review by July 31, 2010	Create action plan in collaboration with French-language Services Coordinating Committee. Consult with Acadian and francophone community and government stakeholders.

Strategic Goal #2

Increase the support offered to government in order to facilitate the delivery of services in French to the Acadian and francophone community.

Priority activities for 2009-2010

1. Coordination of French language training for public servants and other opportunities to increase knowledge

Since 2004-2005, the Office of Acadian Affairs has coordinated French language training for public servants in several areas of Nova Scotia. This training progressively increases the capacity of government to provide services in French.

In 2009-2010, the Office of Acadian Affairs will again coordinate training and will provide tools to build on the French-language capacity of the public service in the areas of Halifax, Sydney, and Tusket. The Office of Acadian Affairs will also work to broaden the opportunities for French language training outside these three geographic areas.

The Office of Acadian Affairs will work with the French-language Services Coordinating Committee and the Public Service Commission to analyze the results of the question on French-language capacity in the 2009 “How’s Work Going?” employee survey and to adjust, if necessary, the delivery of French-language training based on these results.

Two other types of training opportunities will be coordinated:

- French-language Lunch and Learns will continue, offering the opportunity for French learners or for Acadian and francophone employees in the Halifax area to participate in short informational sessions in French.
- A one-day training session for public servants to raise their awareness of the *French-language Services Act* and of the needs of the Acadian and francophone community for services in French was developed and tested during the past two years. The session will be introduced to the public service in 2009-2010.

2. Provision of translation services

The delivery of services in French often begins with the translation of information to be made available to the public, for example, brochures, application forms, website content, signage, news releases, and advertisements.

In addition to providing French translations of publicly available information, the translation service of the Office of Acadian Affairs helps government communicate directly with individuals and organizations by translating letters, applications, and other material.

Designated public institutions can provide French services during consultations by having

discussion papers, questionnaires, background information, interim reports and final reports on consultation findings translated to French.

In 2009-2010, the Office of Acadian Affairs will increase the number of full-time translators to meet the growing demand. In addition, the Office will look at ways of promoting a career in translation to encourage more Acadians and francophones in Nova Scotia to enter this field.

3. Noria Project – Improve accessibility to French-language parliamentary information

The Office of Acadian Affairs will continue to coordinate, on behalf of the Province of Nova Scotia, a project begun in the 2008 calendar year which contributes to improved services in French from the Legislature.

Funding was obtained through the Noria program of the *Assemblée parlementaire de la Francophonie*. This program is funded entirely by the *Organisation intergouvernementale de la Francophonie*.

The main objective of the Noria program is to improve the presence and accessibility of French-language parliamentary information and to enhance its distribution in non-francophone parliaments. Nova Scotia's project runs over four calendar years, 2008 to 2011.

The three main components of the Noria program are:

a) Translation of parliamentary web content:

A large part of the Elections Nova Scotia website and of the Legislature website has already been translated. Website content will continue to be translated and will be put online this year.

b) Purchase of French-language publications for the Legislative Library:

Several publications have been acquired and additional ones will be obtained as needed.

c) French-language training for Members of the Legislative Assembly and Legislature staff:

The first series of French-classes delivered by Université Sainte-Anne began in February 2009 for 12 weeks (1 hour per week). An evaluation will be done to determine if a fall 2009 session will be held.

4. Promotion of French-language services using the *Bonjour!* symbol and other tools

The *Bonjour!* visual identity program was introduced in 2006-2007 to help government communicate the availability of services in French and to encourage an active offer. Lapel pins, desktop signs, and other items showing the Bonjour! mark were distributed to government employees and offices across the province. The Acadian and francophone public is able to identify where they can obtain services in French when the Bonjour! material is displayed.

In 2008-2009, the *Bonjour!* symbol was further promoted in a community-led social marketing campaign to promote French-language services and to encourage the use of these services, and in the launch of the *Bonjour!* Award for Excellence in French-language Services. The *Bonjour!* symbol is also used to help the public navigate government's website and find information and services in French.

- In 2009-2010, the Office of Acadian Affairs will continue to promote the use of the *Bonjour!* visible identification symbol for French-language services through advertising, website use, the Award for Excellence in French-language Services, and other promotional opportunities.
- In addition to supporting the promotion or advertising of services available in French, other informational tools will be produced and distributed to help guide government and increase awareness of the obligations under the *French-language Services Act* and of the role of the Office of Acadian Affairs.

5. Funding assistance for French-language services

The Office of Acadian Affairs administers two intergovernmental agreements which provide funding to the Government of Nova Scotia to assist with the development and provision of French-language services.

The Canada-Nova Scotia Agreement on French-language Services has as general purpose to provide a multi-year collaboration framework between Canada and Nova Scotia to support the planning and delivery of quality French-language services for the Acadian and francophone community of Nova Scotia, and to support structuring initiatives aimed at contributing to its development. Eligible expenses may include, among others, expenditures related to the planning, study, research, development, and implementation of the activities supporting the execution of Nova Scotia's Strategic Plan for French-language Services.

The second agreement is the Cooperation and Exchange Agreement between the Government of Quebec and the Government of Nova Scotia, which provides assistance for initiatives in various sectors such as education, culture, health and tourism.

Both agreements will be promoted within government, primarily through the French-language Services Coordinating Committee, in order to encourage designated public institutions to submit requests for funding.

Strategic Goal #2: Increase the support offered to government in order to facilitate the delivery of services in French to the Acadian and francophone community.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
The capacity of government to provide services in French is increased.	% of staff with French language capacity.	2003-2004 - 6.8% of staff surveyed had Intermediate or Advanced French skills Target for 2008-2009 was 6.8%. Results from biennial employee survey are expected in late summer 2009.	Set new target for the 2011 survey after reviewing 2009 survey data	10%	Evaluate results of French-language capacity questions in 2009 biennial employee survey "How's Work Going?" Determine new baseline measure and review ultimate target. Provide French language training opportunities for public servants to build on their French language capacity and provide awareness training.
Designated public institutions receive translations of documents and other materials including correspondence.	# of designated public institutions accessing translation services.	2005-2006 – 26 2006-2007 – 30 2007-2008 – 29 2008-2009 – 42	40	47	Promote translation services which are available. Provide timely and accurate translations. Recruit additional translators.
Designated public institutions communicate an active offer of French-language services using <i>Bonjour!</i> materials (e.g. lapel pins, and signage) available from the Office of Acadian Affairs.	Cumulative # of designated public institutions who have received <i>Bonjour!</i> materials.	2007-2008 – 27 2008-2009 – 33	38	47	Promote the use and benefits of the <i>Bonjour!</i> program across government. Promote the <i>Bonjour!</i> program to the Acadian and francophone community as a means of informing on the availability of services in French. Distribute <i>Bonjour!</i> materials to designated public institutions.

Strategic Goal #2: Increase the support offered to government in order to facilitate the delivery of services in French to the Acadian and francophone community.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
Designated public institutions develop, adapt and provide French-language services with the help of funding from intergovernmental agreements administered by the Office of Acadian Affairs.	# of designated public institutions obtaining funding assistance.	2005-2006 - 10 2006-2007 – 17 2007-2008 – 17 2008-2009 – 17	17	Available funding is used and objectives of strategic plan are met.	Complete the negotiations for the Canada/Nova Scotia Agreement on French-language Services. Communicate and provide advice to designated public institutions regarding funding opportunities. Provide funding to designated public institutions for French-language services projects.

Strategic Goal #3

Address the needs of the Acadian and francophone community in the development of government initiatives, programs, policies, and services.

Priority activities for 2009-2010

1. Participation in interdepartmental initiatives

The Office of Acadian Affairs will continue to actively participate in government-wide initiatives led by other departments and offices to increase awareness of Acadian and francophone issues and to ensure that departments and other designated public institutions have the information required to consider the needs of the Acadian and francophone community in the development of policies and programs and the delivery of services.

2. Engagement of the Acadian and francophone community - “*Mobilisation communautaire*”

The Office of Acadian Affairs will continue to encourage dialogue between government and the Acadian and francophone community of Nova Scotia by supporting the development of relationships, partnerships, and joint initiatives amongst the stakeholders in the community and in government.

The Office will work with the French-language Services Coordinating Committee to implement the French-language Consultations Guidelines and to provide departments and other public institutions with advice regarding consulting the Acadian and francophone community in French.

The Office will help designated public institutions accommodate the Acadian and francophone population during citizen engagement activities and will encourage the community to get involved when opportunities are presented and to inform government of their needs.

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

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.

3. Recognition of Excellence in French-language service delivery by the public service

The delivery of French-language services by the Government of Nova Scotia depends on the efforts of a dedicated and committed public service.

The annual progress report on French-language services identifies programs and services from designated public institutions that are offered in French to the Acadian and francophone community, although there are individuals who play important roles in the success of these initiatives who would normally go unmentioned.

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. Awards will be presented 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 category “Services Delivery to the Public”, while government employees will be able to submit nominations in all three categories.

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”.

The nomination period is expected to run from September to November 2009, with the first award presentations in March 2010.

4. Raising the provincial, national and international profile of Nova Scotia’s Acadian and francophone community.

The Acadian and francophone community has made and continues to make important contributions to the social and economic prosperity of Nova Scotia. These successes are generally well-known within the Acadian and francophone community but to a lesser degree amongst the general population of Nova Scotia.

The Office of Acadian Affairs will support activities planned for 2009-2010 which will provide opportunities to increase the visibility and profile of Nova Scotia’s Acadian and francophone community at local, national and international levels, for example:

- The *Assemblée parlementaire de la Francophonie, Région Amérique* meeting to be held in Halifax in the fall of 2009.
- The *Ordre de la Pléiade* ceremony to recognize distinguished public service by parliamentarians and individuals from the community who support the ideals of cooperation and friendship within the Francophonie.
- The Grand-Pré UNESCO nomination.
- The Congrès mondial acadien 2009.

Strategic Goal #3: Address the needs of the Acadian and francophone community in the development of government initiatives, programs, policies, and services.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
The Acadian and francophone community has access to an increasing number of services and programs delivered in French which address its needs.	# of designated public institutions contributing to progress report on French-language services.	2007 report – 18 2008 report – 39	2009 Report - 40	47	<p>Make presentations to designated public institutions regarding requirements of the <i>French-language Services Act</i>.</p> <p>Participate in interdepartmental initiatives led by other departments and provide input which helps government to understand the needs of the Acadian and francophone community.</p> <p>Publish annual report on government's progress in delivering French-language services.</p> <p>Support the community's efforts to inform government about their needs.</p>
The Acadian and francophone community has opportunities to participate in French during province-wide meetings for the purpose of consulting the public, as provided for in the <i>French-language Services Regulations</i> .	# of province wide public consultations by designated public institutions where services are provided in French. <i>(Note: This measure is under review.)</i>	Base year 2008-2009, data to be collected.	To increase opportunities over previous year	All designated public institutions meet requirements of <i>French-language Services Regulations</i> regarding consulting in French.	<p>Make presentations to designated public institutions regarding requirement of the <i>French-language Services Act</i>.</p> <p>Provide funding and other support to designated public institutions to assist them in providing services in French during consultations.</p> <p>Encourage the Acadian and francophone community to participate when citizen engagement opportunities are presented.</p>

Strategic Goal #3: Address the needs of the Acadian and francophone community in the development of government initiatives, programs, policies, and services.					
Outcome	Measure	Base Year and Subsequent Year Data	Target 2009-2010	Ultimate Target	Strategic Actions to Achieve Target
Designated public institutions and/or individual public servants are recognized for their contribution to French-language service delivery.	# of nominations received. Awards have been presented.	2008-2009 – Action plan developed and program launched. 2009-2010 – First year for soliciting nominations and presenting awards	Roll out program and announce initial recipients	Annual recognitions made	Roll-out the Bonjour! Award for Excellence in French-language Services Program. Promote program internally and externally. Evaluate nominations received. Present awards in a suitable ceremony.

F. Human Resource Strategy

The Office of Acadian Affairs has a staff of 10 working in a central downtown Halifax location. The language of operation is French; however, all staff members are required to be fluently bilingual in French and English.

The Office of Acadian Affairs will meet the goals of the Corporate Human Resources Plan by the following activities.

Goal #1 – To make a difference through a skilled, committed, and accountable public service.

- Provide performance management training and use performance management evaluation tools to ensure that employees receive timely feedback on their work and that services provided to the rest of government are effective, appropriate, and consistent.
- Provide employees with the opportunity for professional development and for developing their leadership skills.

Goal #2 – To be a preferred employer.

- Publicize positions available at the Office of Acadian Affairs, as well as bilingual positions in other areas of government, within the Acadian and francophone community to promote the government as a preferred employer.
- Recognize employee contributions by celebrating milestones and successes.
- Develop a formal employee recognition program.
- Support employees' career plans by offering formal training and other opportunities which allow them to feel appreciated and respected for choosing a career in public service.

Goal #3 – To be a safe and supportive workplace.

- Post Occupational Health and Safety information (for example, flu vaccination program, air quality checks, and violence in the workplace information) to ensure staff is made aware of critical information.
- Require First Aid, Occupational Health and Safety, and WHMIS training for all staff.
- Encourage a healthy workplace and a balanced home/work lifestyle. Post and distribute pertinent program information.
- Promote and recommend services available to staff such as the Employee Assistance Program.
- Support opportunities for good corporate citizenship such as volunteering for community events, and recycling.
- Provide all staff with ergonomic workplace assessments and take appropriate measures to make improvements recommended.

Goal #4 – To be a diverse workforce.

- Adhere to government policies for Fair Hiring and Employment Equity throughout the recruitment processes for all job openings.
- Complete diversity and employment equity plans, as well as progress reports.
- Maintain representation on the Diversity Round Table, display diversity promotional material, and encourage staff to participate in diversity related activities.
- Display the *Bonjour!* visible identity material to indicate that French services are available from all staff.
- Support staff in taking mandatory diversity training.

Goal #5 – To be a learning organization.

- Promote training opportunities and discuss personal development during performance reviews.
- Encourage staff to participate in learning activities including formal training, workshops, conferences, committee representation, and project work.
- Encourage creativity, openness, and flexibility through involvement with various activities, thereby fostering empowerment and professionalism.

G. Budget Context

Office of Acadian Affairs			
	2008-2009 Estimate	2008-2009 Actual	2009-2010 Estimate
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
Total Program Expenses	2,109	2,147	2,094
Ordinary Recoveries	(1,400)	(1,460)	(1,400)
Funded Staff (FTEs) Gross	9.0	7.6	11.0
Provincial Funded Staff (FTEs) Net	4.5	3.8	6.2